Yukon
Government

2005 Yukon Maintenance Enforcement Review

Report on the results of the

Claimant and Payor Questionnaires

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Table of Contents

1. Background and Rationale 2

2. Main Constraints 2

3. Yukon MEP Review Design 3

4. Yukon MEP Client Survey Data Collection Objectives 3

5. Yukon MEP Client Survey Design and Operations 4
   - 5.1 Data Collection 4
   - 5.1 Questionnaire Content and Design 4
   - 5.2 Telephone Interviewing 4
   - 5.4 Participation and Sample Evaluation 5

6. Summary of Findings & Recommendations 5
   - 6.1 How to Read this Report 5
   - 6.2 Summary of Findings 6
   - 6.3 Recommendations 6

7. Detailed Findings 7
   - Profile of interviewees 7
   - 7.1 Objective 1: Clients' awareness of MEP 8
   - 7.2 Objective 2: Why clients voluntarily register 10
   - 7.3 Objective 3: Clients' satisfaction with current services/location 11
   - 7.4 Objective 4: Clients' satisfaction with unvarying aspects 13
     - 7.4a Satisfaction with enrolment 13
     - 7.4b Satisfaction with payments 14
     - 7.4c Satisfaction with enforcement 17
   - 7.5 Objective 5: Clients' satisfaction with MEP staff 22
   - 7.6 Objective 6: Improve MEP staff understanding of clients 29
   - 7.7 Objective 7: Identify areas of improvement for staff 30
   - 7.8 Objective 8: Reduce financial and emotional stress on clients 31
   - 7.9 Objective 9: Increase compliance with support obligations 32
   - 7.10 Objective 10: Identify areas of improvement 33
   - 7.11 Objective 11: Putting the financial needs of the children first 36

8. Appendix 40
   - 8.1 MEP Survey Definitions of Terms 41
   - 8.2 MEP Client Survey Telephone Control Form 42
   - 8.3 MEP Client Survey Claimant Questionnaire 44
   - 8.4 MEP Client Survey Payor Questionnaire 54
   - 8.5 MEP Client Survey Detailed Operations Summary 62
   - 8.6 Claimant Questionnaire – Preliminary Data Detailed Summary Tables 66
   - 8.7 Claimant Questionnaire – Long Answer Responses 77
   - 8.8 Payor Questionnaire – Preliminary Data Detailed Summary Tables 115
   - 8.9 Payor Questionnaire – Long Answer Responses 130

This report discusses the main design, methodology, and preliminary findings of the 2005 Yukon Maintenance Enforcement Review Client Survey – specifically claimant and payor questionnaires.

1. Background and Rationale

The Yukon MEP functions as an agency to help enforce support orders issued by the courts, thereby helping to provide children and/or recipient spouses with the financial support issued to them by the courts.[1]

The purpose of the Yukon Maintenance Enforcement Program (MEP) Review is to fulfill a federal government funding requirement for evaluation of programs and services that receive funding from the Child-Centered Family Justice fund. Major, ongoing activities that provide a service to the public (such as Yukon MEP) require surveys every five years to continually assess the success of the program in terms of its' meeting the goals and objectives outlines in the Results-based Management and Accountability Framework (RMAF) plan.

A major function of this review was to explore the fundamental premise of the Yukon MEP that a neutral third party can best put the financial needs of the supported children first, by facilitating compliance with Court-ordered support payments in a business-like manner.

The short term goals of the review were:

- To determine if support payments are flowing to recipients
- To have increased awareness of clients' understanding of MEP (both payors and claimants)
- To improve the response of MEP to the needs of the clients
- To provide clients of MEP an opportunity to have input into the program
- To gather feedback from clients on the program, its staff, and on perception of how the program can improve the service to clients

Long-term goals of the MEP that will be examined through this review are:

- To increase compliance with child or spousal support obligations by payors
- To improve MEP's response to the needs of the program's target groups

The following agencies were involved:

- Justice, Court Services – Maintenance Enforcement Program
- Yukon Bureau of Statistics

2. Main Constraints

The main constraints in setting the design for the MEP Review were:

1. Respecting the sensitivity of the topic, as the MEP is a response to a difficult situation, i.e., separation/divorce, child custody, and ongoing financial support.

[1] As the members in the final selection of interviewees were enrolled in the program primarily due to child support issues, the language in this document will refer frequently to children. However, the survey was designed to measure either type of support obligation and the results are applicable to both.

2. Respecting the interviewee, who may experience strong emotions when describing their experiences with the program or their ongoing relations with their ex-spouse or partner.
3. Ensuring the anonymity and confidentiality of interviewees who live in the small populations of the Yukon.
4. The difficulty in tracking down potential interviewees, particularly "payors", given the difficulty MEP staff regularly experience tracking down this same group.

3. Yukon MEP Review Design

The Yukon MEP Review was designed to provide multiple perspectives on the activities and services of MEP, including:

- Yukon MEP Client Survey
  - claimant questionnaire
  - payor questionnaire
  - withdrawn claimant questionnaire
  - withdrawn payor questionnaire

This report presents the findings and recommendations from those interviewed through the claimant questionnaire and the payor (respondent) questionnaire.

4. Yukon MEP Client Survey Data Collection Objectives

The key data collection objectives of the Yukon MEP Client Survey are as follows:

1. To determine the level of clients' awareness of the role of MEP and develop a better understanding of the expectations clients have when first coming into the program
2. To determine the level of voluntary registrations to MEP and develop a better understanding of the reasoning behind why clients voluntarily register
3. To assess the level of satisfaction among MEP clients with current MEP services and location of program unit
4. To assess the level of satisfaction among MEP clients with MEP services including:

   4a. Enrolment

   4b. Payments

   4c. Enforcement
5. To assess the level of satisfaction among MEP clients with MEP staff and client perceptions concerning the manner in which service is provided
6. To improve MEP staff's understanding of MEP clients and, in particular, their perceived needs
7. To identify areas of focus for ongoing training of MEP staff in understanding and responding to needs of MEP target group(s)
8. To identify ways of reducing the financial and emotional stress on clients and their children while ensuring safety
9. To identify ways to increase compliance with support obligations by payors
10. To identify areas of improvement in the range and delivery of current services and to document suggestions for change

This report contributes information to the Federal program and provides another point of comparison geographically with other Canadian jurisdictions and their Maintenance Enforcement Programs.

5. Yukon MEP Client Survey – Design and Operations

Given the unique context of Yukon and the sensitivity of the survey content, the challenge was to design the Yukon MEP Client Survey and survey operations in a way that would protect the privacy of the interviewee, maximize participation, and minimize refusals.

5.1 Data Collection

Telephone interviews were used exclusively to collect data. Tracking procedures were used to try to locate individuals for whom no telephone number was provided.

Data collection started in April, 2005 and was completed by the end of May, 2005. Tracing of clients for whom a contact telephone number was not provided began in early April, 2005 and continued until the middle of May, 2005. Editing of questionnaires and data entry of edited forms was completed by June, 2005.

5.2 Questionnaire Content

The MEP Client Survey questionnaire content follows quite closely those used by MEP in other jurisdictions. Some questions were modified to reflect Yukon priorities and the reality of living in the Yukon. Core satisfaction measures were typically drawn from pre-existing provincial surveys.

See *Appendix 8.1 MEP Survey Definition of Terms*
Appendix 8.2 MEP Client Survey Telephone Control Form
Appendix 8.3 MEP Client Survey Claimant Questionnaire
Appendix 8.4 MEP Client Survey Payor Questionnaire

5.3 Telephone Interviewing

Eight interviewers were trained to administer telephone interviews. Telephone interviews were conducted between April 14, 2005 and May 17, 2005. The interviewers' normal telephone working schedule was from 1:00 pm to 9:00 pm Monday to Thursday, and from 10:00 am to 4:00 pm on Saturday.

A minimum of 10 call-backs were placed to unanswered telephone numbers.

In addition, many individuals who refused to participate on the first contact were re-contacted by a senior interviewer in order to maximize participation.

5.4 Participation & Sample Evaluation

In all, 3,436 files had been opened by MEP over a period of three years – February 1, 2003 to April 22, 2005. After removing those files that had been cancelled or had insufficient information for follow-up, a master list comprising 3,314 claims was developed. A random sample, stratified by file type (active or withdrawn) and type of client (claimant or payor) was drawn from this list.

	Total	Claimant	Withdrawn Claimant	Payor	Withdrawn Payor
Master List (potential interviewees)	**3314**	**651**	**1004**	**653**	**1066**
Random sample	**1973**	**432**	**481**	**513**	**547**
	Total	**Claimant**	**Withdrawn Claimant**	**Payor**	**Withdrawn Payor**
Completed Surveys *(Codes 70, 40, 41)*	651	233	153	147	118
Partially completed Surveys *(Code 71)*	5	0	1	4	0
Refusals *(Code 80)*	36	5	17	6	8
Random Sample	1973	432	481	513	547
Total of Completed / Partially Completed / Refusals	688	238	171	157	126
Refusal Rate Percentage	5.23%	2.10%	10.94%	3.82%	6.35%

See Appendix 8.5 MEP Client Survey Detailed Operational Summary Tables

6. Summary of Findings and Recommendations

6.1 How to read this report

One difficulty in understanding the implications of this report is in separating out the interviewee's emotional reaction to the circumstances they find themselves in from their assessment of the MEP services they've received.

Although interviewees are assumed to be answering the questions based on their own experience interacting with the Yukon MEP, their perspective of the interaction may be coloured by the consequences, or lack thereof, of enrolment in the program.

For claimants the consequence of enrolment may be associated with a sense of relief on receiving regular payments, or a sense of anger and frustration at the difficulty MEP staff experience in enforcing the court order and collecting on outstanding payments owing. For payors, the consequence may range from a sense of accomplishment in meeting their financial responsibilities as outlined in the court order, to anger and humiliation at being subjected to enforcement action for defaulting on payments.

To provide the reader some clarity and possible insight into the interviewees, results will be presented for claimants grouped by whether or not claimants had "current payments outstanding", and for payors, whether or not payors had experienced "enforcement action for defaulting on payments".

6.2 Summary of Findings

Overall, the majority of clients interviewed in both the claimant and payor surveys found the Yukon MEP to be a useful and worthwhile program that is seen to be working in difficult circumstances to meet a real need.

MEP is seen to be making a difference: support payments are flowing to claimants and almost all of the claimants reported receiving some payment after enrolling in the program. Most payors found that making payments through MEP met their needs.

Clients were asked to provide feedback and comment on the program and overall, most were satisfied with the service. Claimants, more so than payors, reported satisfaction with the overall service and the manner in which it was provided by staff.

Client's perception of the program and suggestions for change appeared to depend on the status of their file. Claimants with outstanding court ordered payments typically had a more negative view of the program and the enforcement and communication efforts of staff. Similarly, payors who reported having had enforcement action taken against them for defaulting on court-ordered payments also had a critical view of the program enforcement actions and communications.

The fundamental premise of MEP is to put the needs of the children first, and ensure compliance by being neutral and business-like. A limitation of the current study is that it did not directly assess the extent to which the program communicates the importance of putting the needs of the children first in resolving issues around support payments. A review of the answers interviewees gave in response to the "why" long-answer questions found throughout the questionnaire showed that this message is not commonly given. The view most often expressed by the clients is that it's all about "my money" and not "money to meet our children's needs first".

As for being a 'neutral third party', some clients felt that there were double standards, unequal treatment by officers, and an unpleasant, mistrustful environment in the MEP program. This perception was particularly true of payors, but not uncommon to claimants. Yukon MEP should focus on the question of what it means to be neutral.

Most clients felt that MEP was business-like. However, some clients complained of a lack of personal contact, particularly around the issue of formal communications – receiving sometimes confusing written correspondence from MEP. Both payors and claimants commented on the difficulty they had experienced communicating with the Yukon MEP program staff and how, at times, they felt they were not kept informed of the status of their claim.

6.3 Recommendations

Recommendations regarding putting the financial needs of supported children first:

- That MEP review policies and procedures in view of ensuring positive communication in regards to their fundamental premise to put kids first
- That MEP develop and implement a communication plan that clearly conveys to all clients their rights and obligations and how they connect to putting kids first
- That MEP ensure that all payors be provided a copy of the 'Kids First' booklet, which describes the ongoing responsibility they have as a parent to their children

Recommendations regarding being a neutral third-party

- That MEP staff question how they represent themselves as a "neutral" third party – not too supportive of claimants and not too hostile or threatening to payors. There are two sides, and the 'truth' is not readily seen in most circumstances, particularly in relationships that are mired in mistrust and conflict
- That MEP staff consider customer service training specifically designed to the circumstances of their work
- That MEP make an effort to increase the number of male staff members

Recommendations regarding being business-like

- That MEP review their communications protocols, particularly with respect to correspondence to clients living in the outlying communities
- That MEP ensure that notification is provided to both parties confirming enrolment in the program
- That MEP review and edit written correspondence with an eye to accessible language

Recommendations regarding enforcement activities

- That MEP undertake a more active role in "tracking" non-compliant payors. In the opinion of claimants, MEP "success" rate for securing some payment is actually quite good once the program has been able to locate the responsible payor.

Recommendation regarding inter-jurisdictional relations

- That MEP undertake an initiative at the federal-provincial-territorial level to improve communications between jurisdictions

See Appendix 8.6 Claimant Questionnaire - Preliminary Data Detailed Summary Tables

See Appendix 8.9 Payor Questionnaire - Preliminary Data Detailed Summary Tables

7. Detailed Findings

Profile of Interviewees

There are two types of MEP clients—claimants and respondents (referred to in this report as payors). The client's files could be currently active (current) or withdrawn. This report focuses on those individuals who at the time of the survey were current claimants and current payors.

In all, 233 claimants and 151 payors currently enrolled in the program were interviewed.

A profile description of a typical claimant interviewed in this study, based on most common demographic characteristics, would be/have:

- Female (95%)
- Between the 30-39 years of age (40%)
- Describing their current marital status as single (31%) or separated/divorced (31%)
- Not self-identifying themselves as an Aboriginal or First Nations person (69%)
- Employed (78%)
- Post-high school education (55%)
- Annual household income between $20,000 and $40,000 (35%)

A profile description of a typical payor interviewed in this study, based on most common demographic characteristics, would be/have:

- Male (96%)
- Between the 40-49 years of age (37%)
- Describing their current marital status as legally married (31%)
- Not self-identifying themselves as an Aboriginal or First Nations person (81%)
- Employed (84%)
- Post-high school education (44%)
- Annual household income between $20,000 and $40,000 (33%)

Each client-type was found to have his or her own unique needs, expectations and experiences with MEP. Largely this was seen as a reflection of how the client had interacted with MEP. For example, claimants who reported that currently there were maintenance support payments owing them described their experience differently than claimants who reported no maintenance payments owing. Similarly, payors who had experienced enforcement action by MEP for defaulting on payments described their experience differently than payors who had not reported enforcement action.

Of the 233 claimants interviewed, 64% reported that currently there were maintenance support payments owing them. Approximately two-thirds of male and two-thirds of female claimants interviewed in this study reported current payments owing, as did approximately three-quarters of claimants self-identifying as a First Nations person and two-thirds of claimants indicating they were unemployed.

Over half of claimants reporting payments owing reported an annual household income of $40,000 or less, approximately one-quarter indicated they had less than a high school education, and a little more than one third reported being legally married or in a common-law relationship.

Of the 151 payors interviewed, 42% reported that they had experienced enforcement action taken against them by MEP for defaulting on their maintenance support payments. All of the female payors interviewed in this study reported enforcement action taken against them, as did approximately two-thirds of those payors self identifying as a First Nations person, and approximately three-quarters of those payors indicating they were currently unemployed.

Almost two thirds of payors reporting enforcement action reported an annual household income of $40,000 or less, approximately one-third indicated they had less than a high school education, and almost one half reported being legally married or in a common-law relationship.

7.1 Objective 1

To determine the level of clients' awareness of the role of MEP and develop a better understanding of the expectations clients have when first coming into the program.

Summary

Claimants

Although most of the claimants interviewed indicated that they were aware that MEP is not an automatic guarantee that court-ordered maintenance payments would be forthcoming, many held an initial expectation that MEP would take over the task of communicating with their former spouse/partner and ensure that payments would flow in a timely manner.

For approximately two-thirds of claimants, the initial expectations held. However, at the time of the survey, approximately one third of claimants indicated that there were "currently payments outstanding". The experience of this group of claimants is reflected in their comments and changes in expectation since enrolling in the program. Disillusionment is an apt descriptor given their direct experience with the limitations of MEP in tracking down payors and enforcing court-ordered payments.

Details

Claimants

Overall,

- 90% of claimants stated that they were aware that MEP is not an automatic guarantee that maintenance will be received
- however, 41% of claimants expected that enrolment would automatically mean they would start getting money from their ex-partner/spouse
- slightly over half, 52%, said they had read the MEP brochure or the MEP website
- 80% recalled MEP staff informing them of the roles, responsibilities and limitations of the program
- since first registering, 15% of claimants indicated that their expectations had changed

Please refer to Appendix 8.7 question Q4.3 for a detailed listing of responses to the question "When you were first enrolled with the Yukon MEP, what were your expectations?"

The most common responses:

- A little under half, 46%, of all claimants expected enrolment would result in at least some payments from their ex-spouse/partner; some also expected these payments would be regular and timely.
- Almost a fifth, 19%, expected MEP to act as a middle man; as in, "I would not have to deal with my ex in order to receive maintenance payments".
- 16% of claimants indicated that they had expected that MEP would be able to enforce the maintenance order when first enrolled with MEP, and that MEP would "hunt [my ex] down and attempt to get some support payments...and pass them on".
- 15% of claimants indicated that they had "little" or "no expectations" when first enrolled with MEP.
- A few, 3%, of claimants expressed surprise that they would "have to track [my ex] down" and "keep track of [my ex's] whereabouts" and inform MEP staff.
- Another 3% had expected that the Yukon MEP would be able to work in "partnership" with MEPs in other jurisdictions and be able to enforce Court Orders with payors living in other jurisdictions.

Of the 32 claimants who indicated yes, their expectations had changed, the majority have current payments outstanding from their ex-spouse or partner. Of these,

- most described feeling disillusioned by their experience – they have "no expectations now"; they feel that "there really is no guarantee that payments would be forthcoming, let alone with regularity", or any guarantee that their ex-spouse/partner can even be found
- others described having more realistic expectations – they recognized that they have a responsibility to inform the program of their ex-spouse/partner's whereabouts and employment status
- a few described having greater expectations of the program – MEP is now expected to "chase" the payor and keep track of their employment status, or act as a "go-between" between the claimant and the payor

The claimants whose expectation had changed and who did not have 'current payments outstanding' from their ex-spouse or partner, described that they now "expected regular payments" and that "they didn't have to deal with [collection of maintenance support] any longer".

Payors

Overall,

- slightly over one-quarter of payors, 28%, said they had read the MEP brochure or the MEP website
    - 31% of those payors who experienced enforcement action, compared to 27% or those payors who did not, indicated that they had read the MEP brochure or MEP website
- 46% recalled MEP staff informing them of the roles, responsibilities and limitations of the program
    - 43% of those payors who experienced enforcement action, compared to 48% or those payors who did not, recalled being informed

7.2 Objective 2

To determine the level of voluntary registrations to MEP and develop a better understanding of the reasoning behind why clients voluntarily register.

Summary

Approximately three out of every four clients registering with Yukon MEP do so voluntarily; that is, registration is not required by court order, social assistance, or transfer of MEP file from province of prior residence.

For claimants the main reasons for registering were financial, either to ensure some financial stability in their life or the lives of their children, or to get help in collecting outstanding arrears.

For payors the main reasons were to minimize contact with their former spouse/partner, or to make making payments more convenient or easier.

Details

Claimants

Overall, 94% of claimants indicated they registered with Yukon MEP

These claimants heard about MEP:

- From their lawyer (39%)
- From other people (17%)
- Through Social Services (15%)
- From the Courts (10%)
- From previous experience with MEP in Yukon or another jurisdiction (9%)
- From sources such as co-workers, brochures, etc. previous to need for MEP; "I was already aware of it" (9%)

Of those claimants indicating that they registered with Yukon MEP, 87% registered voluntarily and 13% reported that they were required by Social Services or the Courts to register.

The most common reasons given for voluntarily registering were:

- "It would ensure financial support for myself/my children from my ex-spouse or partner" (45%)
- Belief that MEP would be more effective than claimant in collecting currently outstanding payments (36%)
- "It would help minimize contact with my ex" (7%)
- "I moved to the Yukon" or "My ex lives in another jurisdiction" (7%)
- "It was recommended by my lawyer" (6%)

Payors

Overall, 26% of payors indicated they had registered with Yukon MEP

These claimants heard about MEP:

- From their lawyer (29%)
- From the Court (25%)
- From previous MEP in another jurisdiction (25%)
- From other people (21%)

Of those payors indicating that they registered with Yukon MEP, 87% registered voluntarily and 13% reported that they were required by the Courts to register.

The most common reasons given by payors for voluntarily registering were:

- It minimized contact with their ex spouse/partner (41%) ("It was easier to deal with [MEP] than my ex")
- It made making payments more convenient or easier (36%)
- It made for better record keeping (15%)

7.3 Objective 3

To assess the level of satisfaction among MEP clients with current MEP services and location of program unit.

Summary

Overall, most clients were satisfied with current MEP services and the location of the program unit. However, there was a gap between the number of claimants satisfied with the service they had received at MEP and the number of payors who were equally satisfied. This gap can partially be explained by the clients' circumstances. As stated in the introduction, approximately two-thirds of those payors self identifying as a First Nations person reported action taken against them, and approximately three-quarters of those payors indicating they were currently unemployed reported the same. These figures correspond with the figures below, indicating that less than half of those self-identifying as a First Nations person and a third of those who reported being unemployed reported being satisfied with the level of service they had received from MEP staff.

Most payors actually found the level of service since enrolling at MEP to have improved or stayed the same. Those who found it to be worse were most likely to have experienced enforcement action against them.

Details

<u>Current services</u>

Claimants

- Overall, almost 80% of claimants reported being satisfied[1] with the level of service they had received from MEP staff.
    - 71%, of claimants with current payments owing reported satisfaction with staff whereas 92% of claimants with no payments owing reported a similar level of satisfaction.
    - 70% of claimants who self identified themselves as a First Nations person, compared to 82% of those who did not, reported being satisfied,
    - 82% of claimants who reported being unemployed, compared to 78% of those who did not, reported being satisfied,
- Two-thirds of claimants (67%) found the quality of service since enrolment in MEP to be the same, 25% found the service to be better, and 5%, worse.
    - Almost all claimants who reported finding the service worse since enrolment had current payments owing.
- Of the 7 claimants (3%) who reported laying an official complaint against the program, all but one had 'current payments owing'.

Payors

- Overall, slightly less than two-thirds of payors, 62%, reported being satisfied with the level of service they had received from MEP staff.
    - less than half, 46%, of payors experiencing enforcement action reported satisfaction with staff, whereas slightly less than three-quarters, 72%, of those payors who did not experience such action reported satisfaction with staff
    - 51% of payors who self identified themselves as a First Nations person, compared to 64% of those who did not, reported being satisfied
    - 34% of payors who reported being unemployed, compared to 67% of those who did not, reported being satisfied
- Slightly more than half of the payors, 58%, found the quality of service since enrolment in MEP to be the same, 30% found the service to be better, and 11%, worse.
    - Twice as many payors who had experienced enforcement action in comparison to payors who did not reported finding the service worse since enrolment.
- Of the 19 payors (13%) who reported laying an official complaint against the program, 8 had reported experiencing enforcement action taken against them and 11 had not.

<u>Current location</u>

Claimants

- Overall, almost 89% of claimants reported being satisfied with the location of the MEP service
    - 97% of claimants with no payments owing reported satisfaction with the location,
    - 87% of those with current payments owing reported a similar level of satisfaction.

Payors

- Overall, almost 84% of payors reported being satisfied with the location of the MEP service
    - 89% of payors who had not experienced enforcement action reported satisfaction with the location

[1] 'Satisfied' refers to an answer of 1 or 2 out of 5 on the satisfaction scale

- 75% of payors who had experienced enforcement action reported similar satisfaction

7.4a Objective 4a

To assess the experience and perception of MEP clients with MEP enrolment services

Summary

Most claimants found the enrolment process to be easy. Those who did require some assistance with the registration package found the assistance useful and reported that the help they received made completing the package easier. Payors found the process less easy, especially those who had experienced enforcement action. The reasons behind this are unclear.

Almost all claimants keep MEP updated on their own personal contact information and over half reported keeping MEP updated on their ex's personal contact information. A majority of payors also indicated that they keep MEP updated on their personal contact information.

Details

Enrolment

Claimants

Of the 233 claimants interviewed for this study, 211, or 91%, enrolled themselves in MEP. The following analysis is based on the responses of these 211 claimants

Registration Package

- Overall, 94% of these claimants found the registration package *easy* or *very easy* to complete
  - of these claimants with no payments owing, 47% found the package *very easy* to complete and 47% found the package *easy* to complete
  - of those with current payments owing, 35% found the package *very easy* to complete and 59% found the package *easy* to complete

Assistance in completing Registration package

- Overall, 24% of claimants who self-enrolled reported they required assistance to complete the registration package
  - 16% of claimants with no payments owing required assistance
  - 28% of those with current payments owing required assistance
- Of the 24% of claimants who required assistance to complete the registration package 93% reported that the help they received made it easier to complete the registration package
  - All of the claimants with no payments owing who required assistance reported that the help they received made completing the package easier
  - 92% of those with current payments owing who required assistance reported that the help they received made completing the package easier

Updating MEP

- Overall, 95% of claimants interviewed indicated that they kept the MEP updated on their own personal contact information.
- A little more than half, 56%, reported that they kept MEP updated on their ex-spouse or partner's address or employer information.

- 38% of claimants with no payments owing kept MEP updated on their ex
- 66% of claimants with current payments owing kept MEP updated on their ex

Payors

Of the 147 payors interviewed for this study, 38, or 26%, enrolled themselves in MEP. The following is based on the responses of these 38 payors:

- 71% of these payors found the registration package *easy* to complete
  - 75% of payors who had not experienced enforcement found the package *easy* to complete
  - 64% of payors who had experienced enforcement found the package *easy* to complete

Updating MEP

- Overall, 82% of payors interviewed indicated that they always kept their personal information up-to-date with MEP.

7.4b Objective 4b

To assess the experience and perception of MEP clients with MEP payments services

Summary

Prior to enrolment approximately half of claimants had alternate arrangements for receiving support payments. Due to missed payments or changing the amount of payment without informing the ex, these prior arrangements did not seem to be working well. Upon enrolment with MEP, three-quarters of claimants reported that past payments were owed. Three-quarters of these claimants reported that the amount in arrears had either stayed the same or decreased by the time of the study. In fact, at the time of study, almost all claimants reported receiving at least some payment since enrolment with MEP.

Of the payors group, half reported having alternate arrangements for making payments prior to enrolment with MEP and half reported having missed payments at that time. Most payors now report that enrolment with MEP helps them make the process of making payments easier and helps them make payments on time. Most payors also report that MEP payment options suit their individual needs, that MEP handles their payments in a business-like manner and that the time given them to start making payments is reasonable.

Details

Payments

Claimants

Prior to enrolment in MEP, a little less than half, or 43%, of the 233 claimants interviewed for this study had alternate arrangements for receiving support payments, while 57% indicated that they had always collected payments through MEP.

Of the 100 claimants who had not always collected payments through MEP,

- 49% reported 'getting payments directly'
- 14% received payments through another MEP
- 26% indicated no consistent arrangements

- 11% reported not getting paid at all

- 86% indicated that their ex-spouse/partner missed making payments prior to enrolment
  - 76% of claimants with no current payments owing indicated missed payments
  - 91% of claimants with current payments owing indicated missed payments
- 24% indicated that their ex-spouse/partner changed the amount of payment without informing them prior to enrolment
  - 22% of claimants with no current payments owing indicated changes to the amount
  - 25% of claimants with current payments owing indicated changes to the amount

At the time of enrolling in MEP 73% of claimants interviewed for this study reported arrears, that is, that past maintenance payments were owed.

- 63% of claimants with no current payments owing were owed arrears at the time of enrolment
- 79% of claimants with current payments owing were owed arrears at the time of enrolment
- Of the 157 claimants reporting arrears at the time of enrolment,
  - 46% indicated the amount in arrears has since *decreased*
    - 66% of claimants with no current payments owing reported *decreased*
    - 36% of claimants with current payments owing reported *decreased*
  - 26% indicated the amount in arrears has since *increased*
    - 6% of claimants with no current payments owing reported *increased*
    - 37% of claimants with current payments owing reported *increased*
  - 28% indicated the amount in arrears has *stayed the same*
    - 28% of claimants with no current payments owing reported *stayed the same*
    - 28% of claimants with current payments owing reported *stayed the same*

At the time of the study:

- 64% of claimants report current payments owing
- Overall, 93% of claimants reported receiving some payments since enrolling in MEP
  - 98% of claimants with no current payments owing reported receiving some payments
  - 91% of claimants with current payments owing reported receiving some payments
- Over three quarters, 78%, of those who received some payments felt that the length of time for them to begin receiving payments seemed reasonable
  - 90% of claimants with no current payments owing felt it reasonable
  - 71% of claimants with current payments owing felt it reasonable
  - A 'reasonable' length of time to begin to receive payment for those that felt the length of time they had to wait was unreasonable varied from "two weeks" to "within a year would be nice"
- Less than one in five claimants, or 13%, reported ever having any problems with the process of payments by MEP
  - 16% of claimants with no current payments reported problems

- 11% of claimants with current payments owing reported problems
- Please refer to Appendix 8.7 question Q3.4.1 for a detailed listing of responses to the question "Could you please describe any problems you have had?"
    - most claimants noted that once MEP staff were made aware of the problems they were able to remedy the situation

Payors

Prior to enrolment in Yukon MEP almost half, or 48% of the151 payors interviewed for this study had alternate arrangements for making support payments.

Of these 71 payors,

- 78% reported paying their ex directly'
- 16% made payments through another MEP
- 6% indicated no consistent arrangement

- 53% indicated that they missed making payments prior to enrolment
    - 46% of these individuals had not experienced MEP enforcement
    - 54% these individuals had since experienced MEP enforcement
- 39% indicated that they varied the frequency of payments prior to enrolment
    - about one third of these individuals were payors had not experienced MEP enforcement
    - two thirds of payors who had since experienced MEP enforcement reported varying the frequency of payments
- 19% indicated that they changed the amount of payment without informing their ex prior to enrolment
    - 57% of these individuals were payors had not experienced MEP enforcement
    - 43% of these individuals were payors had since experienced MEP enforcement

At the time of the study 145 (96%) of the 151 payors interviewed for this study reported paying their maintenance support though MEP

- The most common means of making payments through MEP were,
    - post-dated cheque, 27%
    - cash, 25%
    - automatic deduction from their wages, 25%
    - credit card, 21%
    - debit card, 11%
- 86% of payors indicated that the payment options currently available suited their individual needs
    - this was true for 87% of payors who had not experienced enforcement
    - and for 84% of payors who had experienced enforcement
- 77% of payors felt that the program makes the process of making payments easier
    - this was true for 81% of payors who had not experienced enforcement

    - and for 72% of payors who had experienced enforcement
- 69% of payors felt that the program helped them make their payments on time
    - this was true for 66% of payors who had not experienced enforcement
    - and for 72% of payors who had experienced enforcement
- 87% of payors felt that the program handled their payments in a business-like manner
    - this was true for 91% of payors who had not experienced enforcement
    - and for 81% of payors who had experienced enforcement

- After providing their information to the MEP, 80% of payors indicated that the amount of time they were given to start making payments was reasonable.
    - this was true for 83% of payors who had not experienced enforcement
    - and for 75% of payors who had experienced enforcement
    - Of those payors who felt that the time they were given was not reasonable, the most common suggestions as to what would have been a reasonable time was "at least 1 to 2 months".

- Overall, 85 payors, or 57%, interviewed indicated they had, at some point in time, asked for information on their account.
    - this was true for 53% of payors who had not experienced enforcement
    - and for 61% of payors who had experienced enforcement
    - Of the payors asking for information on their account,
        - 87% felt that it was easy to get information about their account
        - 93% thought that the MEP office provided the information in a reasonable length of time

- Overall, 82% of payors indicated that they always kept their personal information up-to-date with MEP
    - this was true for 88% of payors who had not experienced enforcement
    - and for 73% of payors who had experienced enforcement

7.4c Objective 4c

To assess the experience and perception of MEP clients with MEP enforcement services

Summary

Those claimants with payments outstanding were less likely to be satisfied with the enforcement options available to MEP; in fact, approximately half of these claimants felt that other enforcement options should be available to MEP even though two-thirds of claimants reported that there was something about their ex that could make collection difficult and two-thirds of those claimants with payments outstanding recall being informed of the possibility that their order would be difficult to enforce. Understandably, most claimants with no payments outstanding were happy with the available enforcement options. Of all the claimants who had taken enforcement action against their ex, most felt

that MEP made their enforcement a priority, most felt that the enforcement actions taken were reasonable, most were informed that enforcement action was not a guarantee of payment, and almost all reported receiving payments as a result of the action taken.

One-third of payors did not receive or did not recall receiving a letter from MEP informing them of their enrolment in the program. Less than half of the payors interviewed indicated having had enforcement action taken against them and that was generally due to financial difficulty arising from unemployment although very few felt the action to be fair or necessary. In contrast to the enrolment letter, almost all payors who had enforcement action taken against them received a letter informing them what that action would be. Half of these payors indicated that a two-week to one-month (one pay period) time frame would be reasonable before beginning to make payments.

Details

Enforcement

Claimants

- Overall, a little over two-thirds, 70%, indicated that they were aware of the enforcement avenues available to MEP
    - claimants with current payment outstanding were slightly less aware (69%) than claimants with no payments outstanding (71%)
- Overall, three quarters of claimants, 76% indicated that they were happy with the available enforcement options
    - however, claimants with current payment outstanding were less happy (69%) than claimants with no payments outstanding (87%)
- About a third, 35%, of claimants thought that other enforcement options should be available to MEP
    - this was particularly true if the claimant had current payments outstanding, 43%, rather than if they had no payments outstanding, 22%
    - please refer to Appendix 8.7 question Q5.3.1 for a detailed listing of responses to the question "What other enforcement options would you like to see?"
        - the most common responses concerned:
            - asking MEP staff to make more effort in tracking down the delinquent payor
            - contracting out arrears to some type of "collection agency"
            - tightening up the "grace period" for payment to start
            - making use of tougher sanctions more often, such as jail for defaulting on payments
            - establishing better working relationships with other jurisdictions
- Two thirds, 66%, of claimants indicated that they were informed of the possibility of some orders being difficult to enforce
    - a little over two-thirds, 70% of claimants with current payments outstanding recalled being informed
    - only 57% of claimants with no payments outstanding recalled being informed

- Over half, 126, or 59%, of claimants interviewed reported that MEP had taken enforcement action against their ex-spouse/partner to make them pay. The following analysis focuses on the responses of those claimants who reported MEP taking action against their ex-spouse/partner.
    - a little over two-thirds (69%) of claimants with current payments indicated that action had been taken, whereas only 43% of claimants with no payments outstanding recalled action being taken
    - on average 17.1 payments were missed before action was taken (median=9, mode=3, trimean[1]=11.25)
        - for claimants with no current payments outstanding these numbers are ave=12.8, median=4, mode=2, trimean 5.5
        - for claimants with current payments outstanding these numbers are ave=19.1, median=12, mode=12, trimean=12.75
    - 79% of claimants felt that MEP made it a priority to take enforcement action against their ex-spouse/partner
        - 94% of claimants with no current payments outstanding felt that it was made a priority
        - 74% of claimants with payments outstanding felt that enforcement action was a made a priority for MEP
    - 78% of claimants felt that the time it took for the enforcement action to be taken was reasonable
        - 90% of claimants with no current payments outstanding felt that it was reasonable
        - 73% of claimants with payments outstanding felt that the time it took for the enforcement action to be taken was reasonable
    - 89% of claimants recalled being informed that the enforcement does not automatically guarantee they would receive the money
        - 90% of claimants with no current payments outstanding recalled being informed
        - similarly, 87% of claimants with payments outstanding recalled being informed
    - 93% of claimants reported receiving payments as a result of the MEP enforcement action
        - 100% of claimants with no current payments outstanding reported receiving payment
        - 90% of claimants with payments outstanding receiving payments as a result of the MEP action
            - 81% of those receiving payment felt that the amount of time it took to receive payment was reasonable
    - of the 7%, or 9 claimants who reported not receiving payments as a result of the MEP enforcement action, only 1 claimant held MEP responsible – "They didn't do enough to enforce the court order."

[1] The trimean is a simple average based on the middle 50% of the available data. It is designed to exclude 25% of the smallest values and 25% of the highest range of values. First the data is ranked ordered from the smallest value to the greatest value. Next the value of the first quartile is added to the value of the third quartertile plus two times the value of the median. This sum is then divided by 4 to provide a simple average.

- Almost two thirds, 64%, of claimants indicated that there may be something about their exp-spouse/partner that would make it difficult for MEP to collect on payments
    - 82% or 116 claimants with current payments outstanding felt this way in comparison to 34% or 27 claimants with no current payments outstanding
        - the most common responses were: [my ex-spouse/partner]
            - refuses to pay, 25%
            - moved to another province, 20%
            - is unemployed, 19%
            - is self-employed, 13%
            - is a seasonal worker, 13%
            - is on income assistance, 10%
    - Please refer to Appendix 8.7 question Q5.6.1. for a detailed listing of all the responses provided by claimants to the question on what it is about the payor that would make it difficult to collect
        - the most common 'Other' responses concerned [my ex-spouse/partner]
            - hides income, works 'under the table' or for cash
            - moves around a lot
            - has substance abuse problems
            - has never been able to be contacted by MEP
            - is difficult to deal with

Payors

As a matter of course, the MEP office indicated it sends every payor a formal letter (notification letter) outlining the various enforcement actions that can be taken for not paying maintenance support.

- When asked if they had read their letter, two-thirds of payors said yes.
    - Of the third that said no, the main reasons given for saying no were:
        - "I didn't receive a letter" (53%)
        - "I don't recall receiving a letter" (33%)
- When those who read the letter were asked if they thought the enforcement actions outlined in the letter were fair and reasonable, a little more than half, 56%, of all payors said yes.
    - 65% of payors who had not experienced enforcement felt the actions were fair and reasonable
    - only 44% of payors who had experienced enforcement felt the actions outlined in the letter were fair and reasonable

Of the 151 current payors interviewed for this study, 63, or 42%, indicated that they had experienced enforcement actions for defaulting on payments. The following analysis is based on the responses of those payors indicating they had experienced enforcement action.

- The most common reasons given for defaulting on payments were:

- "I was not working", 36%
- "I was broke", 27%
- "I disagreed with the interpretation of the order", 20%
- "My ex lied to MEP, they didn't check", 5%
- "I couldn't be bothered", 5%
- "I was denied access to my kids", 2%

- The type of action(s) taken against payors were,
  - garnished wages, 36%
  - seized bank accounts, 27%
  - suspended Yukon drivers license, 14%
  - garnished Federal Government payments (i.e. tax return, employment insurance), 14%
- Only 1 in five payors, 21%, felt the action taken against them was fair.
- Even fewer, 16%, felt the action was necessary
- Almost all, 92% of the 63 payors, were notified via a letter that enforcement action would be taken. However, 26 payors (41%) felt that the way in which they were notified was not fair.
  - These payors felt that a more appropriate way to be notified were
    - personal phone call, 47%
    - face-to-face meeting, 19%
    - through a letter, 11% (many of these payors said they had not even received a letter)
  - 11% indicated that no notice was given prior to action taken against them
- Almost two-thirds, 65%, indicated that they were informed by MEP as to what to do after receiving notification that action was to commence
- Less than half, 45%, of those payors defaulting on payments felt that the amount of time between notification and action was reasonable
  - For the 30 payors who felt the amount of time was unreasonable, a reasonable length of time would have been,
    - at least a couple of weeks, 24%
    - at least a month, 38%
    - up to 90 days, 9%
    - more than 3 months, 4%
    - "same amount of time MEP gave my ex to pay me", 4%
  - 21% indicated that they couldn't answer as they were not notified prior to action being taken against them
- Overall, 5% of payors indicated that they had refused to sign for registered or certified mail from MEP
  - this was true for 1% of payors who had not experienced enforcement, compared to 10% of payors who had experienced enforcement

7.5 Objective 5

To assess the level of satisfaction among MEP clients with MEP staff and client perceptions concerning the manner in which service is provided

Summary

Experience counts in terms of level of satisfaction with staff and perceptions of the manner in which services are provided. Claimants with outstanding court-ordered payments had a more negative view of the program. Similarly, payors who reported having had enforcement action taken against them also had a more critical view of program staff.

The most noticeable difference between claimants and payors comes in their perception that MEP staff members are "understanding of my situation" and the behaviour of staff as "fair and equitable".

Claimants are far more likely than payors to rate their most recent contact as satisfactory.

Of those payors interviewed in this study, those who appeared least satisfied with MEP staff were those payors who reported enforcement action taken against them, described themselves as unemployed, or self-identified as a Yukon First Nation person.

Claimants and payors are more closely in agreement in their positive assessment that MEP staff are "knowledgeable about the program" and for the most part, "prompt and efficient".

Details

Both claimants and payors were asked if they had any recent contact, either by phone or in person, with the MEP staff. Those that had recent contact were asked to rate how satisfied they were with staff.

Clients' perception of most recent encounter with MEP staff

Courteous and Polite

Claimants

- Overall, 90% of claimants reported being satisfied[1] with the courtesy and politeness shown to them by MEP staff, with only 3% of claimants reported being not satisfied. 74% of all claimants reported being very satisfied and 4% reported being neither satisfied nor not satisfied.
    - 89% of claimants with current payments owing, compared to 93% of claimants with no payments owing, reported being satisfied with the courtesy and politeness shown to them by MEP staff
    - 90% of claimants who self-identified themselves as a First Nations person, compared to 89% of those who did not, reported being satisfied
    - 91% of claimants who reported being unemployed, compared to 89% of those who did not, reported being satisfied

Payors

- Overall, 79% of payors reported being satisfied with the courtesy and politeness shown to them by MEP staff. 9% of payors reported being not satisfied, 57% of payors reported being very satisfied, and 11% reported being neither satisfied nor not satisfied.

[1] 'Satisfied' refers to an answer of 1 or 2 out of 5 on the satisfaction scale, 'Very satisfied' refers to an answer of 1, and 'Not satisfied' refers to an answer of 3 or 4.

- 71% of payors who had experienced enforcement action, compared to 85% of those who had not experienced enforcement action, reported being satisfied with the courtesy and politeness shown to them by MEP staff
- 63% of payors who self-identified themselves as a First Nations person, compared to 83% of those who did not, reported being satisfied
- 67% of payors who reported being unemployed, compared to 82% of those who did not, reported being satisfied

Respectful

Claimants

- Overall, 91% of claimants reported being satisfied with the respect shown to them by MEP staff, while only 6% of claimants reported being not satisfied. 78% of all claimants reported being very satisfied and 3% reported being neither satisfied nor not satisfied.
  - 89% of claimants with current payments owing, compared to 95% of claimants with no payments owing, reported being satisfied with the respect shown to them by MEP staff
  - 91% of claimants who self-identified themselves as a First Nations person, compared to 92% of those who did not, reported being satisfied
  - 91% of claimants who reported being unemployed, compared to 91% of those who did not, reported being satisfied

Payors

- Overall, 76% of payors reported being satisfied with the respect shown to them by MEP staff, while 9% of payors reported being not satisfied. 58% of all payors reported being very satisfied and 13% reported being neither satisfied nor not satisfied.
  - 69% of payors who had experienced enforcement action, compared to 84% of those who not had experienced enforcement action, reported being satisfied with the respect shown to them by MEP staff
  - 63% of payors who self-identified themselves as a First Nations person, compared to 87% of those who did not, reported being satisfied
  - 72% of payors who reported being unemployed, compared to 79% of those who did not, reported being satisfied

Understanding of my situation

Claimants

- Overall, 86% of claimants reported being satisfied with the understanding shown to them by MEP staff, while 6% of claimants reported being not satisfied. 72% of all claimants reported being very satisfied and 8% reported being neither satisfied nor not satisfied.
  - 85% of claimants who had experienced enforcement action, compared to 88% of those who not had experienced enforcement action, reported being satisfied with the understanding shown to them by MEP staff
  - 88% of claimants who self-identified themselves as a First Nations person, compared to 86% of those who did not, reported being satisfied
  - 85% of claimants who reported being unemployed, compared to 86% of those who did not, reported being satisfied

Payors

- Overall, 64% of payors reported being satisfied with the understanding shown to them by MEP staff, while 23% of payors reported being not satisfied. 48% of all payors reported being very satisfied and 12% reported being neither satisfied nor not satisfied.
    - 60% of payors who had experienced enforcement action, compared to 68% of those who not had experienced enforcement action, reported being satisfied with the understanding shown to them by MEP staff
    - 46% of payors who self-identified themselves as a First Nations person, compared to 68% of those who did not, reported being satisfied
    - 45% of payors who reported being unemployed, compared to 68% of those who did not, reported being satisfied

Fair and equitable

Claimants

- Overall, 90% of claimants reported being satisfied that the MEP staff were fair and equitable, while only 6% of claimants reported being not satisfied. 76% of all claimants reported being very satisfied and 4% reported being neither satisfied nor not satisfied.
    - 89% of claimants with current payments owing, compared to 93% of claimants with no payments owing, reported being satisfied that the MEP staff were fair and equitable
    - 92% of claimants who self-identified themselves as a First Nations person, compared to 89% of those who did not, reported being satisfied
    - 88% of claimants who reported being unemployed, compared to 91% of those who did not, reported being satisfied

Payors

- Overall, 72% of payors reported being satisfied that the MEP staff were fair and equitable, while 15% of payors reported being not satisfied. 53% of all payors reported being very satisfied and 13% reported being neither satisfied nor not satisfied.
    - 67% of payors who had experienced enforcement action, compared to 75% of those who not had experienced enforcement action, reported being satisfied that the MEP staff were fair and equitable
    - 59% of payors who self-identified themselves as a First Nations person, compared to 74% of those who did not, reported being satisfied
    - 58% of payors who reported being unemployed, compared to 76% of those who did not, reported being satisfied

Knowledgeable about the program

Claimants

- Overall, 95% of claimants reported being satisfied that the MEP staff were knowledgeable about the program, while only 3% of claimants reported being not satisfied. 85% of all claimants reported being very satisfied and 3% reported being neither satisfied nor not satisfied.
    - 95% of claimants with current payments owing, compared to 96% of claimants with no payments owing, reported being satisfied that the MEP staff were knowledgeable about the program

- 98% of claimants who self-identified themselves as a First Nations person, compared to 94% of those who did not, reported being satisfied
- 97% of claimants who reported being unemployed, compared to 94% of those who did not, reported being satisfied

Payors

- Overall, 85% of payors reported being satisfied that MEP staff were knowledgeable about the program, while 5% of payors reported being not satisfied. 70% of all payors reported being very satisfied and 8% reported being neither satisfied nor not satisfied.
  - 84% of payors who had experienced enforcement action, compared to 87% of those who not had experienced enforcement action, reported being satisfied with that the MEP staff were knowledgeable about the program
  - 82% of payors who self-identified themselves as a First Nations person, compared to 87% of those who did not, reported being satisfied
  - 89% of payors who reported being unemployed, compared to 87% of those who did not, reported being satisfied

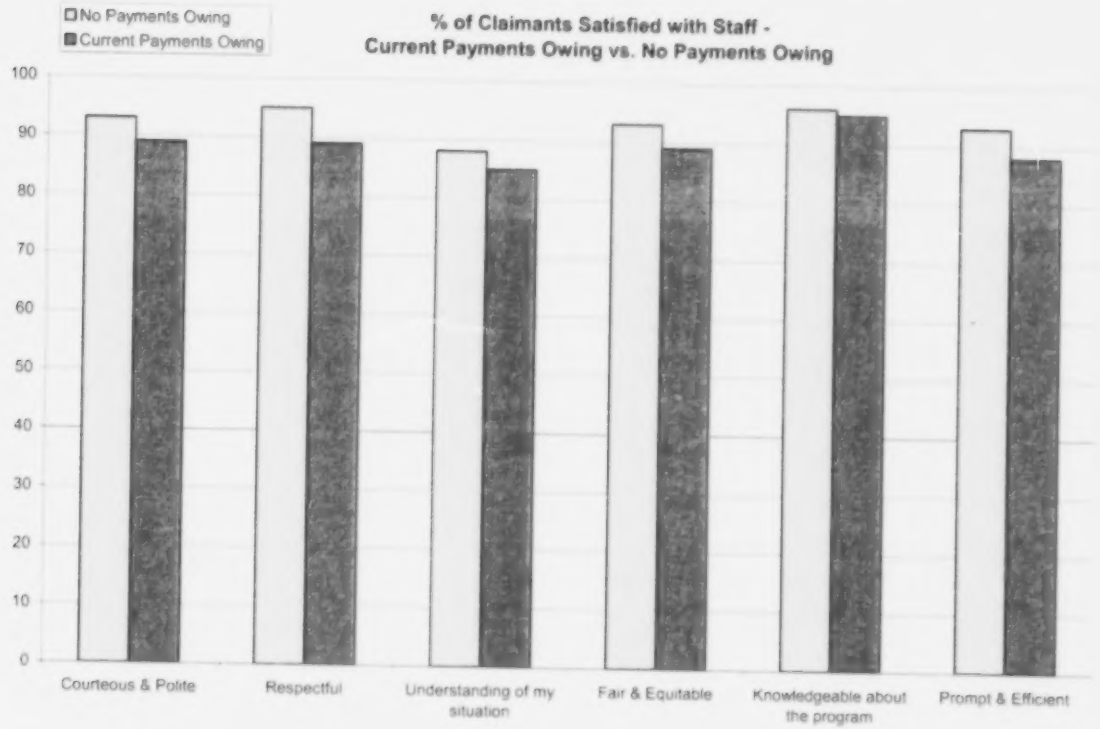
Prompt and efficient

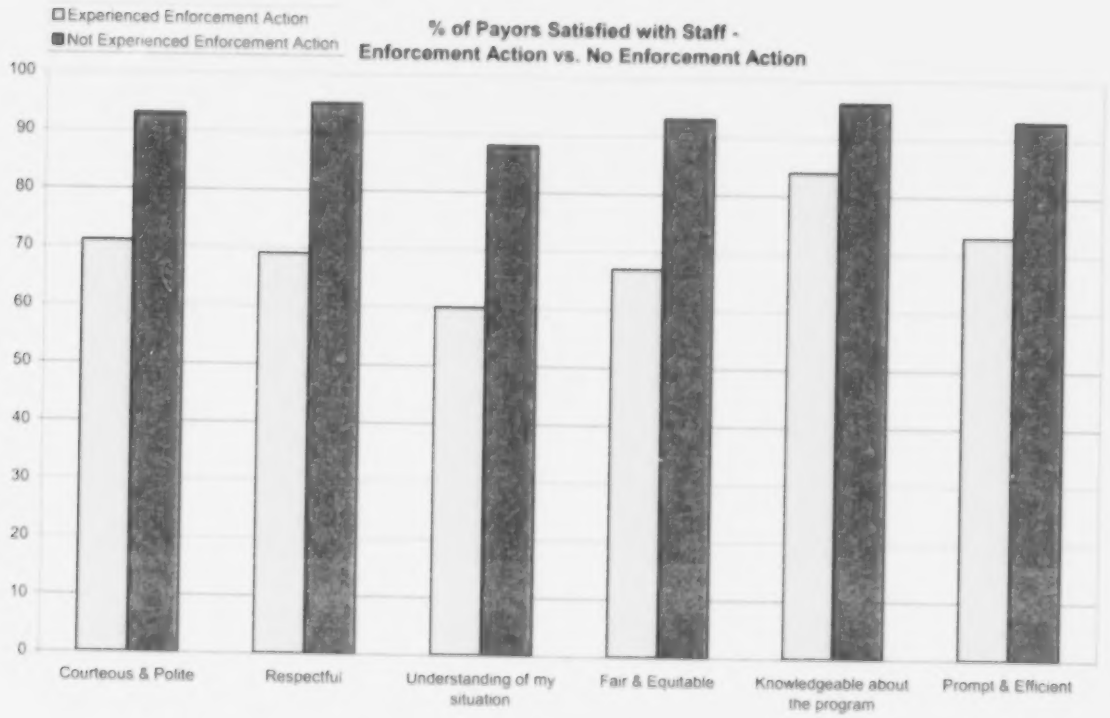
Claimants

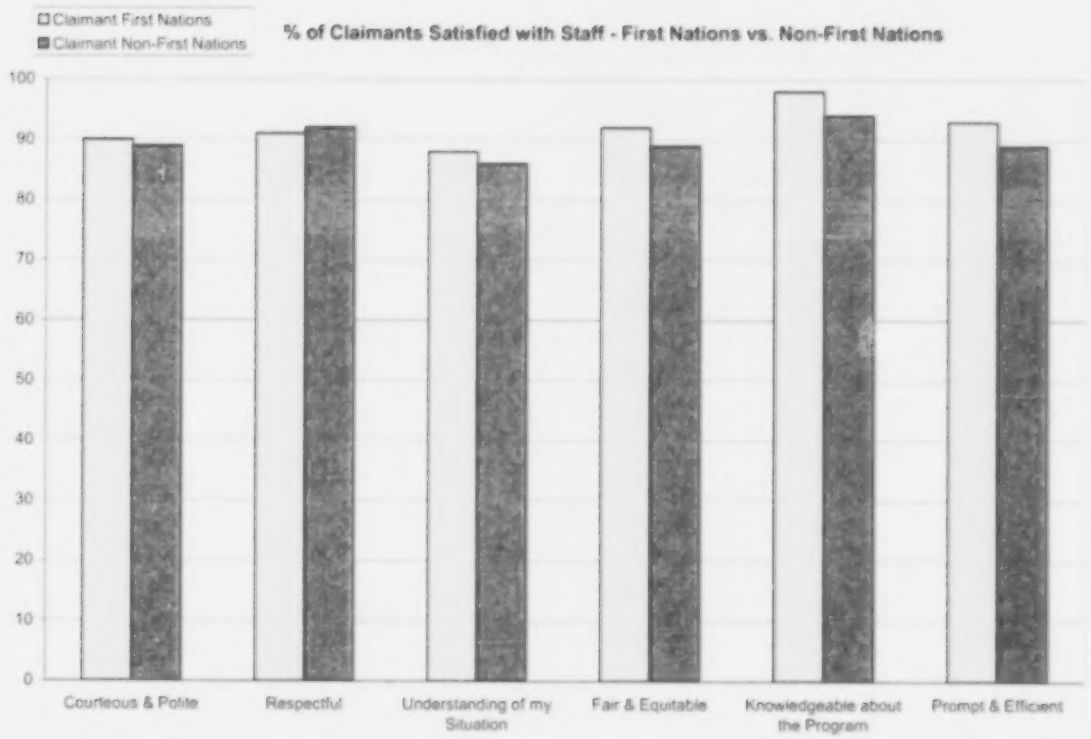
- Overall, 90% of claimants reported being satisfied that MEP staff were prompt and efficient, while only 6% of claimants reported being not satisfied. 76% of all claimants reported being very satisfied and 5% reported being neither satisfied nor not satisfied.
  - 88% of claimants with current payments owing, compared to 93% of claimants with no payments owing, reported being satisfied that MEP staff were prompt and efficient
  - 93% of claimants who self-identified themselves as a First Nations person, compared to 89% of those who did not, reported being satisfied
  - 91% of claimants who reported being unemployed, compared to 90% of those who did not, reported being satisfied

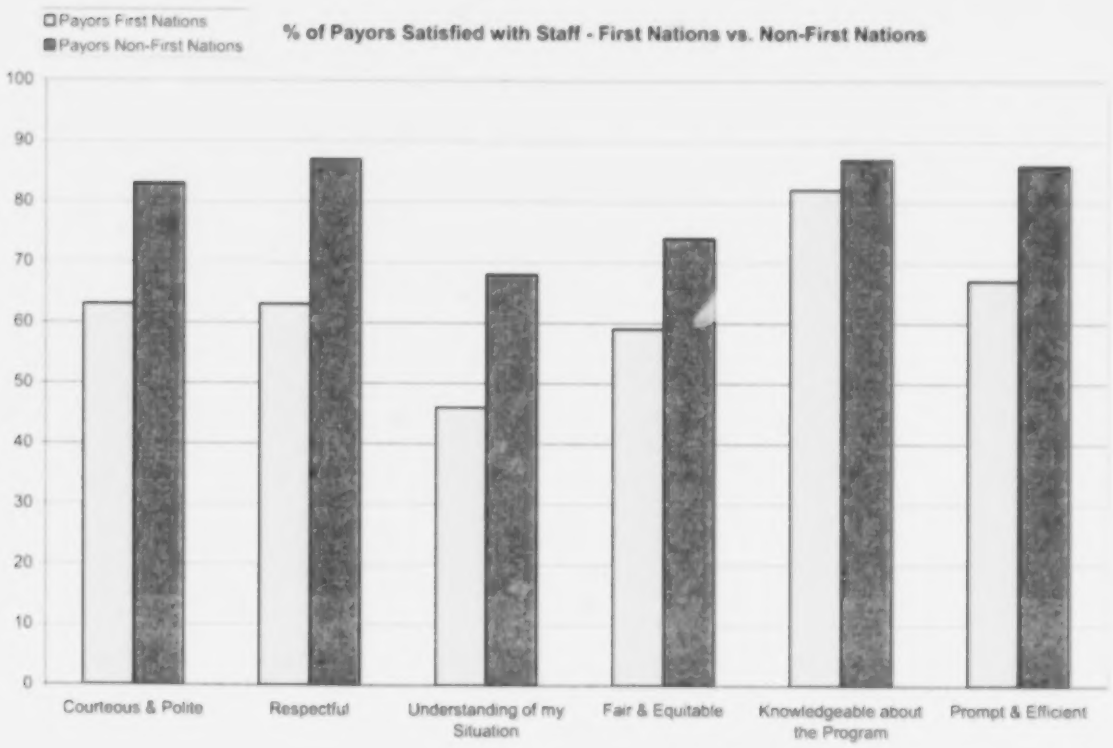
Payors

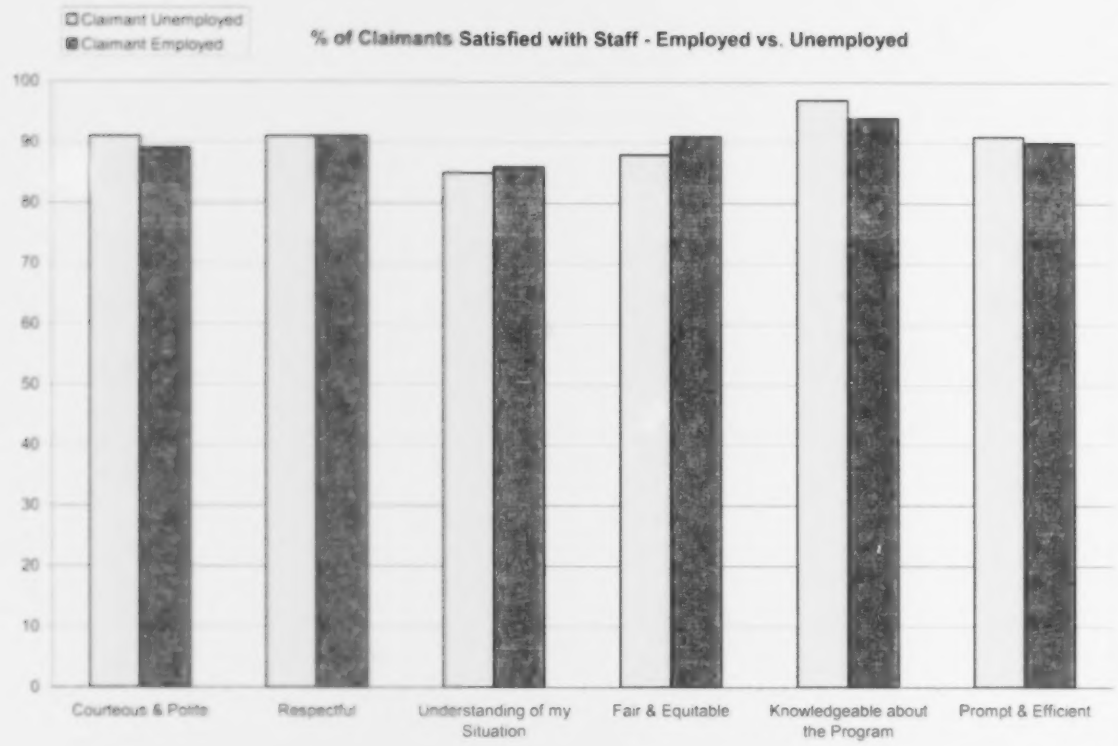
- Overall, 83% of payors reported being satisfied that MEP staff were prompt and efficient, while 8% of payors reported being not satisfied. 65% of all payors reported being very satisfied and 9% reported being neither satisfied nor not satisfied.
  - 73% of payors who had experienced enforcement action, compared to 89% of those who not had experienced enforcement action, reported being satisfied that MEP staff were prompt and efficient
  - 67% of payors who self-identified themselves as a First Nations person, compared to 86% of those who did not, reported being satisfied
  - 72% of payors who reported being unemployed, compared to 85% of those who did not, reported being satisfied

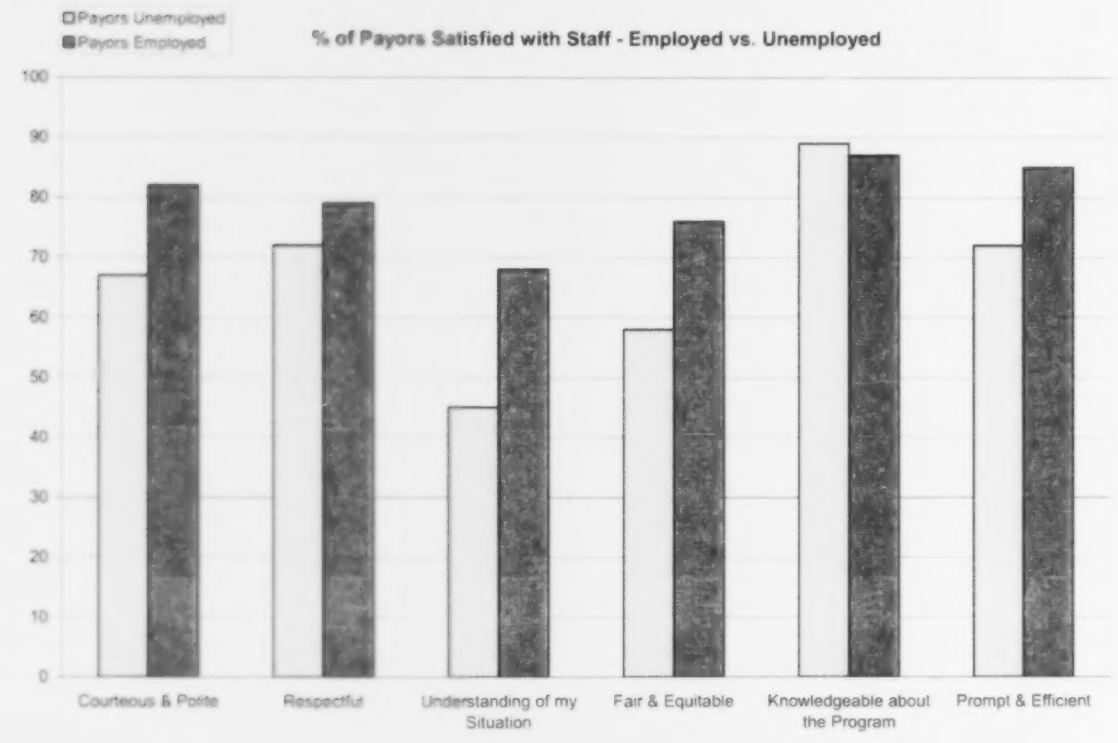

No Payments Owing
Current Payments Owing
% of Claimants Satisfied with Staff -
Current Payments Owing vs. No Payments Owing
100
90
80
70
60
50
40
30
20
10
0
Courteous & Polite
Respectful
Understanding of my situation
Fair & Equitable
Knowledgeable about the program
Prompt & Efficient


Experienced Enforcement Action
Not Experienced Enforcement Action
% of Payors Satisfied with Staff -
Enforcement Action vs. No Enforcement Action
100
90
80
70
60
50
40
30
20
10
0
Courteous & Polite
Respectful
Understanding of my situation
Fair & Equitable
Knowledgeable about the program
Prompt & Efficient


Claimant First Nations
Claimant Non-First Nations
% of Claimants Satisfied with Staff - First Nations vs. Non-First Nations
100
90
80
70
60
50
40
30
20
10
0
Courteous & Polite
Respectful
Understanding of my Situation
Fair & Equitable
Knowledgeable about the Program
Prompt & Efficient


Payors First Nations
Payors Non-First Nations
% of Payors Satisfied with Staff - First Nations vs. Non-First Nations
100
90
80
70
60
50
40
30
20
10
0
Courteous & Polite
Respectful
Understanding of my Situation
Fair & Equitable
Knowledgeable about the Program
Prompt & Efficient


Claimant Unemployed
Claimant Employed
% of Claimants Satisfied with Staff - Employed vs. Unemployed
100
90
80
70
60
50
40
30
20
10
0
Courteous & Polite
Respectful
Understanding of my Situation
Fair & Equitable
Knowledgeable about the Program
Prompt & Efficient


Payors Unemployed
Payors Employed
% of Payors Satisfied with Staff - Employed vs. Unemployed
100
90
80
70
60
50
40
30
20
10
0
Courteous & Polite
Respectful
Understanding of my Situation
Fair & Equitable
Knowledgeable about the Program
Prompt & Efficient

7.6 Objective 6

To improve MEP staff understanding of MEP clients and, in particular, their perceived needs

Summary

The perceived needs of claimants are reflected in the types of changes to MEP clients suggest, and within their long answer questions dealing with both experience with the program and final comments on the program.

Most claimants said that the program treated them well and that it was worthwhile and working for them. Of those who did suggest changes, the most commonly identified by all claimants was the need to be kept informed as to what was going on with their file. The need to be kept informed and to expedite payments from MEP to claimants was also noted, as was finding a way to work better across jurisdictions.

In contrast to the claimants, more than half of all payors indicated that they would like to see changes made to MEP. The most commonly identified need by payors was the need for MEP staff members to treat payors with respect, and for the staff to stop portraying the assumption or generalization that all payors are "delinquent" or "deadbeat." On a related note, payors also identified a need for improved communications between staff and payors, particularly in getting information on their file.

Details

Claimants

In their final comments, most claimants said that the program treated them well and that it was worthwhile and working for them. In fact, less than half of all claimants, 43%, indicated that they would like to see changes made to MEP. In terms of making changes to the program,

- 30% of claimants with no current payments outstanding indicated that they would like to see changes made, while 50% of claimants with current payments outstanding indicated the same
- most commonly identified by all claimants was the need to be kept informed as to what was going on with their file
    - this was particularly evident in the comments of claimants with current payments outstanding
    - a monthly letter updating claimants on the status and activity on their file was identified by many claimants as a way for MEP to assure claimants that their file was still active and not relegated to the 'back-burner'
- claimants also expressed need for a more expedient way of receiving support payments
    - direct deposit of payments into the claimant's bank account was offered as one solution
- those claimants with inter-jurisdictional enforcement orders consistently expressed the need for better/clearer communications across jurisdictions

Payors

In contrast to the claimants, more than half of all payors, 59%, indicated that they would like to see changes made to MEP.

- 67% of payors who had experienced enforcement action indicated that they would like to see changes made, while 53% of payors who had not experienced enforcement action indicated the same
- most commonly identified by all payors was the need for MEP staff members to treat the payors with respect, and for the staff to stop portraying the assumption or generalization that all payors are "delinquent" or "deadbeat"
    - this perception of bias was evident whether or not the payors had experienced enforcement action

- the most common response was "[the staff] don't listen to what I have to say", and, "if I have a problem, I am told to go talk to a lawyer"
- payors also expressed need for improved communications between staff and payors
  - some payors described having difficulty in contacting staff in order to have their questions answered
  - other payors expressed a need to be kept updated and described difficulty in getting answers from staff about their file

7.7 Objective 7

To identify areas of focus for ongoing training of MEP staff in understanding and responding to needs of MEP clients

Summary

Three major areas of focus for training arise from the detail in Objective 6. All three fall under the broad category of communication. The first two deal with the process of communication:

1. How do you improve formal communications between staff and clients in response to the clients' need to be kept informed on the status of their file?
2. How do you manage client expectations and clearly convey the challenges in working across jurisdictions on shared files?

The third questions the communication style of MEP staff:

3. How do you ensure a communication style that meets the demands of the fundamental premise of the Yukon MEP – a neutral third party facilitating compliance in a business-like manner?

Details

The fundamental premise of the Yukon MEP is that a neutral third party can best put the financial needs of the children first by facilitating compliance with court-ordered support payments in a business-like manner. Question 3 deals with an area of this premise easily able to be affected by staff—being neutral and business-like. According to the premise, these two characteristics are not optional; rather, they are crucial in facilitating compliance with support payments and thereby putting the financial needs of the children first. Understanding how staff communicate is fundamental. Tone and manner provide a great deal in communicating the unspoken assumptions that may not be self-evident to staff. Supporting MEP staff in becoming more self-reflective and self-aware would be the focus of training to learn how to manage their own reflexes/reactions.

Staff should have clear answers to questions such as:

- In terms of MEP, what matters to you?
- What does it mean to be business-like?
- What does it mean to be neutral?
- In communications with your clients, how do you put the needs of the children first?
- If you are not in the middle, then where do you sit?
- How do you use the power and influence you hold responsibly and respectfully?
- How do you maintain professional boundaries while being:
  - Sensitive and polite?
  - Proactive?

7.8 Objective 8

To identify ways of reducing the financial and emotional stress on clients and their children while ensuring safety.

Summary

MEP's function to reduce financial and emotional stress on clients and their children is working well—over three-quarters of all claimants report that since enrolment in MEP they were more likely to receive their payments and over two-thirds of claimants reported that enrolment in MEP did help to lessen their financial burden.

As an intermediary between two often emotionally heated parties, MEP functions to ensure safety by minimizing contact, and thereby conflict, between the parties. This seems to be working quite well: while it does not eliminate this stress around finances and safety, it does help to significantly reduce it. Around one-fourth of the claimants felt that their personal safety was at risk prior to enrolment with MEP because they had to collect support payments directly from their ex. Of these claimants, over three-fourths felt that enrolment with MEP had helped to lessen this threat.

Details

Financial Stress

Claimants

- Overall, 69% of claimants reported that enrolment in MEP helped to lessen their financial burden
    - 82% of claimants with no current payments outstanding reported that enrolment with MEP helped lessen their financial burden
    - only 61% of claimants with payments outstanding receiving payments reported the same
- Overall, 80% of claimants reported that since enrolment in MEP they were more likely to receive their payments
    - 91% of claimants with no current payments outstanding indicated that since enrolment they were more likely to receive their payments
    - 74% of claimants with payments outstanding receiving payments reported the same

Ensuring Safety

Claimants

- Overall, about one in four claimants, 26%, indicated that there was a time prior to enrolment at MEP when they felt their own personal safety was at risk because they had to collect payments from their ex-spouse or partner
    - 17% of claimants with no current payments outstanding indicated that there was a time when they felt their personal safety was at risk
    - 31% of claimants with payments outstanding receiving payments reported the same

  Of the 59 claimants who said yes to "personal safety at risk" (82%):

    - 92% of claimants with no current payments outstanding reported that MEP helped lessen this threat because they no longer had to deal directly with their ex-spouse or partner

- 79% of claimants with current payments outstanding felt that enrolment in MEP helped lessen this threat to their personal safety

Payors

The most common reason given by payors for voluntarily enrolling in MEP was that it would minimize contact with their ex-spouse or partner, thereby lessening the opportunity for conflict.

7.9 Objective 9

To identify ways to increase compliance with support obligations by payors

Summary

The greater part of support payment facilitation happens successfully. Admittedly, there are some payors who are difficult to collect from (refer to Appendix 8.7 question Q5.6.1. for a detailed listing of all the responses provided by claimants to the question on what it is about the payor that would make it difficult to collect). The details section, however, points to two areas which MEP does have control over and which could make a difference in increasing compliance with support obligations. These areas include MEP's perceived attitudes toward the payors, and offering more payment options.

MEP functions as a response to an inherently difficult situation, i.e., divorce/separation. Members of both parties can be quite emotional about the process, and MEP's role as a third party can and should function in a neutral way so that the necessity of support payments is not obstructed by personal problems or emotions (either the clients' or the staffs'). MEP can therefore increase compliance with support obligations by being unbiased to both claimants and payors, so as to take down any perceived barriers between themselves and the payors, or appear to favour claimants.

Many payors' suggestions for improvement, which would help increase compliance, were outside of MEP's decisional jurisdiction. This indicates clients' lack of knowledge as to MEP's role—which can be resolved with clear communications regarding MEP's roles and limitations. This, in turn, may help increase compliance with support obligations.

Details

<u>Neutral Third Party</u>

While the majority of claimants were satisfied with MEP staff in the areas that comprise being a neutral third party, the numbers of payors who were satisfied were considerably less, particularly among those payors who had experienced enforcement action.

Claimants

- Overall, 90% of claimants reported being satisfied that MEP staff were fair and equitable

Payors

- Overall, 71% of payors reported being satisfied that MEP staff were fair and equitable, while 15% of payors reported being not satisfied
- 60% of payors felt that program staff worked in their best interest
    - this was true for 70% of payors who had not experienced enforcement action
    - and was only true for 45% of payors who had experienced enforcement action

<u>Business-like manner</u>

The majority of payors felt comfortable that the program handled their payments in a business-like manner. There was a small decrease from this number to the number that indicated that the payment options available suited their individual needs, and the gap between payors who had experienced

enforcement and those who had not indicates the possibility that increasing the number of payment options available may help to increase payor compliance.

Payors

- 87% of payors felt that the program handled their payments in a business-like manner
- 86% of payors indicated that the payment options currently available suited their individual needs
    - this was true for 87% of payors who had not experienced enforcement
    - and for 84% of payors who had experienced enforcement

Addressing Payor Concerns

The long answers reveal several levels to payor concerns, some of which are outside of the operational jurisdiction of MEP. These concerns are perceived as barriers between MEP and the payors, and can be alleviated by clear communications as to the roles and limitations of MEP. For example:

Concern: How can the program ensure payments are being spent in the best interest of the child?

- "I don't believe my money ever went to my child. I'd like to see receipts."
- "My ex-spouse is using the money to support her lifestyle and not in the best interest of my child"
- "Claimants need to be monitored and held accountable for how they spend the money meant for the children. Sometimes it's used for drugs and alcohol and the children have no clothes or school supplies."

Concern: How can the program recognize non-financial support?

- "There should be a way to get credit for clothes, groceries or school supplies that are paid for in addition to maintenance. Sometimes a payor may not have cash but does what they can."

While some concerns are outside MEP's jurisdiction, others can be resolved easily with a change in communication styles. For example:

Concern: How can the program recognize reality of living in the outlying communities (for example, timeliness of mail delivery, difficulty in getting to Whitehorse)?

- "Sometimes you receive a letter today to appear in court tomorrow."

Concern: All clients' comments should reflect this message: It's not about you or your ex, it's about your continued responsibility to support your children.

- "[The MEP staff] worked in the best interest of the children. The way it should be. I tried to make it about me, but they would not let me."

7.10 Objective 10

To identify areas of improvement with the range and delivery of current services and document suggestions for change.

Summary

Less than half of the claimants thought that changes needed to be made. Of those that thought there were changes that needed to be made, what they suggested in terms of those changes depended on

their situation. Those claimants with no payments outstanding were looking for improvement in communications, while those claimants with payments outstanding were looking for harsher penalties for defaulting and more authority to put toward enforcement action as well as improved communications.
Of the payors, almost two-thirds indicated that changes needed to be made to MEP. Again, the suggestions differed based on status in the program. Those who had experienced enforcement action expressed the need for MEP to improve their communications as well as to not portray any biases. Those who had not experienced enforcement action expressed a need for greater flexibility in meeting their financial obligations as well and referred to their perception of MEP's bias towards female clients as an issue that needed to be dealt with.

Details

Claimants

Overall, 43% of claimants indicated that there were changes that they would like to see made to MEP. This was true for 30% of claimants with no current payments outstanding, compared to 50% of claimants with current payments outstanding.

- For those claimants with no current payments outstanding, the most common areas of concern include:
    - need to improve communications between staff and claimants, 15%. (specifically with respect to claimants feeling like their file has been put on the "back burner" and they don't know what is happening)
    - need to improve responsiveness in getting payments to claimants, 15% (specifically with respect to the perception that it takes a long time between MEP receiving payment from the payor and MEP sending the payment on to the claimant)
    - need to improve working relationship with MEP in other jurisdictions, 11% (specifically with respect to claimants feeling that there has to be a better way to share information, or even a standardized service across Canada)
    - need for more resources or authority to put towards enforcement action, 11% (specifically with respect to claimants feeling that MEP staff are limited in their ability to track down or keep track of payors)

- For those claimants with current payments outstanding, the most common areas of concern include:
    - need for harsher penalties for payors defaulting on support payments, 26% (specifically with respect to claimants feeling that the current measures are not sufficient or that the measures are not used to the full extent)
    - need to improve communications between staff and claimants, 19% (specifically with respect to claimants feeling like their file has been put on the "back burner" and they don't know what is happening)
    - need for more resources or authority to put towards enforcement action, 16% (specifically with respect to claimants feeling that MEP staff need more resources, power, or tools for investigation and follow-up of delinquent payors)
    - need for a quicker response/faster action on missed payments, 13% (specifically with respect to claimants feeling that the length of time between payors missing payment and enforcement action is too long)

- need to improve working relationship with MEP in other jurisdictions, 11% (specifically with respect to claimants feeling that there has to be a better way to share information, or even a standardized service across Canada)

Please refer to Appendix 8.7 question Q7.4.1. for a detailed listing of all the responses provided by claimants to the question "What are the most important changes you would like to see made?"

Payors

Overall, 59% of payors indicated that there were changes that they would like to see made to MEP. This was true for 67% of payors who had not experienced enforcement, compared to 53% of payors who had experienced enforcement.

- For those payors indicating they had experienced enforcement action, the most common areas of concern include:
  - need to improve communications between staff and payors, 30% (specifically with respect to informing payors what is happening, and mailing correspondence to payors who live in a Yukon community and expect replies/response by a particular deadline)
  - perception that staff are too quick to judge, 24% (relates to the perception of some payors that MEP staff see all payors as "in the wrong" and that staff act before understanding the their situation)
  - perception of bias in favour of female clients, 13% (relates to the perception of some payors that MEP program is "lopsided" in the amount and quality of support that is provided to male clients)

- For those payors indicating they had <u>not</u> experienced enforcement action the most common areas of concern include,
  - need to improve flexibility in meeting financial obligation, 25% (specifically with respect to seasonal variation such as employed payors "banking" higher payments than required while they are working to cover the period of time when unemployed; another need identified is to provide option for on-line banking transfers and payments)
  - perception of bias in favour of female clients, 20% (relates to the perception of some payors that MEP program is "lopsided" in the amount and quality of support that is provided to male clients)
  - improving the accountability of claimants for their responsibilities under the court order, 16% (relates to the issues of trust in that the support is going towards the children, and access to the children)
  - perception that staff are too quick to judge, 14% (relates to the perception of some payors that MEP staff act first before understanding their situation)

Please refer to Appendix 8.9 question Q6.4.1. for a detailed listing of all the long answer responses provided by payors to the question "What are the most important changes you would like to see made?"

7.11 Objective 11

To explore the fundamental premise of the Yukon MEP that a neutral third party can best put the financial needs of the children first, by facilitating compliance with Court-ordered support payments, in a business-like manner.

Summary

One limitation of the present study was the absence of questions directly assessing the extent to which the MEP is meeting its fundamental premise, that a *neutral third party* can best put the financial needs of the children first by facilitating compliance with court-ordered support payments, in a *business-like manner*.

Details

Neutral Third Party

Is MEP seen as a neutral third party? That is, is there evidence that staff are seen as providing respectful, fair and equitable service that does not unduly support or favour either claimants or payors?

Claimants

- Overall, 91% of claimants reported being *satisfied* with the respect shown to them by MEP staff
- Overall, 90% of claimants reported being *satisfied* with the courtesy and politeness shown to them by MEP staff
- Overall, 90% of claimants reported being *satisfied* that MEP staff were fair and equitable
- When asked if there were "any changes you would like to see made" to MEP, 43% of claimants said *yes*
    - The most common areas of concern shared by claimants did not include perceptions that reflected concern with MEP as a neutral third party

Payors

- Overall, 79% of payors reported being *satisfied* with the courtesy and politeness shown to them by MEP staff
- Overall, 76% of payors reported being *satisfied* with the respect shown to them by MEP staff
- Overall, 71% of payors reported being *satisfied* that MEP staff were fair and equitable
- Overall, 60% of payors felt that program staff worked in their best interest
- When asked if there were "any changes you would like to see made" to MEP, 59% of payors said *yes*
    - The most common areas of concern shared by payors included perceptions that reflected concern with MEP as a neutral third party such as,
        - a perception that staff are too quick to judge
        - a perception of bias in favour of female clients

Business-like manner

Does MEP facilitate compliance with Court Ordered support payments, in a *business-like manner* that is, is there evidence that the service provided is responsive to the needs of its clients, providing useful information and purposeful service in a timely effective manner without wasting effort or expense?

Claimants

In terms of providing useful information,

- 80% of claimants recalled MEP staff informing them of the roles, responsibilities and limitations of the program when first enrolled in the program
- 70% of claimants indicated that they were aware of the enforcement options available to MEP
- 66% of claimants recalled being informed of the possibility that some orders being difficult to enforce
- Of those claimants for whom MEP had taken enforcement action against their ex-spouse/partner, 89% recalled being informed that taking action does not automatically guarantee receiving payment
- 95% of claimants reported being *satisfied* that MEP staff were knowledgeable about the program
- 74% of claimants reported feeling *informed* regarding the current status of their file

In terms of providing a purposeful service in a timely effective manner,

- 90% of claimants reported being *satisfied* that MEP staff were prompt and efficient
- At the time of the study, only 13% of claimants reported ever having any problems with the process of payments by MEP
    - most claimants noted that once MEP staff were made aware of the problems they were able to remedy the situation

- 3% or 7 claimants interviewed for this study indicated that they had, at some time, made an official complaint against the program
    - of these, 67% or 4 claimants felt that the complaint was acted upon, and 2 of the 4 indicated that they were satisfied with the outcome of the complaint

- 14% of claimants indicated that they had, at some point in time, registered with a different MEP
    - Of the claimants having experience with a different MEP,
        - 57% described their experience as *good* or *very good*
        - compared to the Yukon MEP,
            - 11% described their experience with the other MEP as *better*
            - 43% described their experience with the other MEP as *the same*
            - 46% described their experience with the other MEP as *worse*

In terms of becoming more *business-like*,

- When asked if there were "any changes you would like to see made" to MEP, 43% of claimants said *yes*
    - The most common areas of concern shared by claimants included the following perceptions that reflected concern with MEP as *business-like:*
        - need to improve communications between staff and claimants
        - need to improve responsiveness in getting payments to claimants
        - need to improve working relationships with MEP in other jurisdictions

Payors

In terms of providing useful information,

- 46% of payors recalled MEP staff informing them of the roles, responsibilities and limitations of the program when first enrolled in the program
- 72% of payors agreed that staff kept them informed and/or advised them of any changes to their file
- 85% of payors reported being satisfied that MEP staff were knowledgeable about the program

- 57% indicated they had, at some point in time, asked for information on their account
    - Of the payors asking for information on their account,
        - 87% felt that it was easy to get information about their account
        - 93% thought that the MEP office provided the information in a reasonable length of time

In terms of providing a purposeful service in a timely effective manner,

- 83% of payors reported being satisfied that MEP staff were prompt and efficient
- 87% of payors felt that the program handled their payments in a business-like manner
- 86% of payors indicated that the payment options currently available suited their individual needs

- 13% or 19 payors interviewed for this study indicated that they had, at some time, made an official complaint against the program
    - of these, 43% or 6 payors felt that the complaint was acted upon, and 5 of the 6 indicated that they were satisfied with the outcome of the complaint

- 20% of payors indicated they had, at some point in time, registered with a different MEP
    - Of the payors having experience with a different MEP,
        - 44% described their experience as *good* or *very good*
        - compared to the Yukon MEP,
            - 26% described their experience with the other MEP as *better*
            - 22% described their experience with the other MEP as *the same*

- 52% described their experience with the other MEP as *worse*

In terms of becoming more *business-like*,

- When asked if there were "any changes you would like to see made" to MEP, 59% of payors said *yes*
    - The most common areas of concern shared by payors that reflected concern with MEP as *business-like*
        - need to improve communications between staff and payors
        - need to improve flexibility for payors to meeting in getting payments

8. Appendix

8.1 MEP Client Survey Definition of Terms

8.2 MEP Client Survey Telephone Control Form

8.3 MEP Client Survey Claimant Questionnaire

8.4 MEP Client Survey Payor Questionnaire

8.5 MEP Client Survey Detailed Operational Summary Tables

8.6 Claimant Questionnaire - Preliminary Data Detailed Summary Tables

8.7 Claimant Questionnaire – Long Answer Responses

8.8 Payor Questionnaire - Preliminary Data Detailed Summary Tables

8.9 Payor Questionnaire – Long Answer Responses

Appendix 8.1 MEP Survey Definitions

Maintenance Enforcement Program Evaluation
Definitions

What is the Maintenance Enforcement Program?

It is a Yukon government agency. The program is all about financial support for children of divorce or separated parents and support for spouses after a relationship breaks up. The program is for people who pay and receive support. The program enforces maintenance orders on behalf of program clients and collects support payments.

MEP	Maintenance Enforcement Program
Claimant	A person who may register a court order for support with the MEP; a person who receives support; also called a recipient, creditor or claimant (the person who *receives* the money.)
Payor	A person who may register a court order for support with the MEP; a person ordered by the court to pay support; also called paying parent, debtor or respondent (the person who *pays* the money.)
Default on payments	When the payor fails to make payments required under a support order
Maintenance order	An order of the court that sets out the amount of support that the respondent in the court proceedings must pay
Maintenance payment	Usually refers to the amount of money respondents are legally obliged to pay to claimants for the financial support of their children; also called support payment.
Support	Money paid by a respondent to a claimant as child or spousal support.
Arrears	The amount of money that a court order requires a respondent to pay, but that has not yet been paid (the amount of arrears grows larger each time a payment is missed).
Court Order	Many divorced or separated people get a support order or agreement through the courts. Court orders can deal with child or spousal support. Court orders are binding legal contracts. Both parties must live up to the terms and conditions of court orders.

Appendix 8.2 MEP Client Survey – Telephone Control Form

Maintenance Enforcement Program Evaluation

Respondent Label

Telephone Control Form

Interviewer:_____

APPOINTMENTS	Appointment 1	Appointment 2	Appointment 3	Appointment 4
Date				
Time				

Introduction:

Hello. May I please speak to _____?

My name is _____ from the Yukon Bureau of Statistics in Whitehorse. I am calling on behalf of the Department of Justice. We are currently evaluating the Yukon Maintenance Enforcement Program. In order to establish which form I need to use, is your claim active or inactive.

Your answers will be kept strictly confidential and used for statistical purposes only. While your participation is voluntary, your assistance is essential for results to be accurate.

Call Coverage by Time of Day and Day of Week

Time Period	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:30 – 12:00						
12:01 – 16:00						
16:01 – 19:00						
19:01 – 21:00						

Record of Calls

Month/ Day	Start Hour/Min.	Finish Hour/Min.	Result Code	Int. Initials	Comments	Senior Code
01						
02						
03						
04						
05						
06						

07						
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30						

Comments:

Appendix 8.3 MEP Client Survey - Claimant Questionnaire

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION:
Claimant Survey Form

Respondent Label

Interviewer: _____

Date: _____

SECTION 1. General Information

1.1 Since your divorce or separation, have you always collected maintenance through the Yukon Maintenance Enforcement Program?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

1.1.1 **What arrangement did you have with your ex-spouse or partner for receiving maintenance payments prior to enrolment in the Yukon Maintenance Enforcement Program?**

_____

_____

_____

_____

☐ Don't Know ☐ Refuse

1.1.2 **Before registering in the Yukon Maintenance Enforcement Program, did your ex-spouse or partner ever miss payments?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

1.1.3 **Did your ex-spouse or partner ever change the amounts of the payments without first informing you?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

1.2 How did you find out about the Yukon Maintenance Enforcement Program?

_____

_____

_____

☐ Don't Know ☐ Refuse

So what about: ☐ Legal Counsel
☐ Through the courts
☐ Other governments offices

☐ Friends & relatives

1.3 **What were your main reasons for registering in the Yukon Maintenance Enforcement Program?**

_____

_____

_____

_____

☐ Don't Know ☐ Refuse

SECTION 2. Enrolment

2.1 **Did you register in the Yukon Maintenance Enforcement Program, or did your ex-spouse or partner register?**

☐ I registered. ☐ Ex-spouse or partner registered. ☐ Don't know ☐ Refuse

↓ (Go to Question 2.7)

2.1.1 **How easy or difficult was it for you to complete the registration package? Would you say...?.**

☐ Very Easy ☐ Easy ☐ Difficult ☐ Very Difficult ☐ Don't know ☐ Refuse

2.1.2 **Did you require assistance from the Yukon Maintenance Enforcement Program staff when completing the registration package?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

2.1.2.1 **Did the help you received make it easier for you to complete the registration package?** ☐ Yes ☐ No ☐ Don't Know ☐ Refuse

2.1.3 **Have you ever withdrawn and then re-registered with the Yukon Maintenance Enforcement Program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

2.1.3.1 **How many times have you done this?** _____ ☐ Don't Know ☐ Refuse

2.2 **What information regarding your ex-spouse or partner were you able to provide to the Yukon Maintenance Enforcement Program when you enrolled? Were you able to provide .....?**
(Read the list and check all that apply)

☐ Name
☐ Birthdate/Birthplace
☐ Social Insurance Number
☐ Current marital status
☐ Home address
☐ Home Telephone number
☐ Physical description/distinguishing features
☐ Names of family and friends
☐ Employment information
☐ Financial information

☐ Don't know ☐ Refused

2.3 Approximately how long did it take for you to receive your Notice of Enrolment after your completed forms were submitted? _____ ☐ Don't Know ☐ Refuse

2.4 Did the time it took for you to receive your Notice of Enrolment after your completed forms were submitted seem to be a reasonable length of time?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

2.3.1 **What would be a reasonable period of time to receive your Notice of Enrolment?**

_____

☐ Don't Know ☐ Refuse

2.5 Did you expect that enrolment in the Yukon Maintenance Enforcement Program would automatically mean you would start receiving money from your ex-spouse or partner?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

2.6 Were you aware that enrolment in the program is not an automatic guarantee that maintenance will be received?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

2.7 Has enrolment in the Yukon Maintenance Enforcement Program helped to lessen your financial burden?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

2.8 Has enrolment given you a sense of security knowing you are no longer the one responsible for ensuring your ex-spouse or partner pays maintenance support?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

2.9 Since enrolment in the Yukon Maintenance Enforcement Program, are you more likely to receive your payments?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

2.10 Was there ever a time when you felt your own personal safety was at risk because you had to collect payments from your ex-spouse or partner?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

2.10.1 **Has enrolment in the Yukon Maintenance Enforcement Program helped to lessen this threat, because you no longer have to deal directly with your ex-spouse or partner in order to receive support payments.**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

SECTION 3. Payments

3.1 Were there any past maintenance payments owing at the time when your maintenance order was enrolled in the program?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

3.1.1 **Has the amount of the past maintenance payments owing:**

☐ Decreased ☐ Increased ☐ Stayed the Same ☐ Don't Know ☐ Refuse

3.2 Is there currently past maintenance payments owing?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

3.3 Have you received any payments since enrolling with the Yukon Maintenance Enforcement Program?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

3.3.1 **Did the length of time for you to begin receiving payments seem reasonable?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

3.3.2 **What would have been a reasonable length of time?**

_____

☐ Don't Know ☐ Refuse

3.4 Have you ever had any problems with the processing of your payments by the Yukon Maintenance Enforcement office?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

3.4.1 **Could you please describe any problems you have had?**

_____

_____

☐ Don't Know ☐ Refuse

SECTION 4. Expectations

4.1 The Yukon Maintenance Enforcement Program outlines its roles, responsibilities and the limitations to the program on the internet and in the brochure, A Guide for People who Pay or Receive Support. Have you read the brochure or internet information?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

_____

4.2 When you were first enrolled in the Yukon Maintenance Enforcement Program, did the staff inform you of the roles, responsibilities and the limitations of the program?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

4.3 When you were first enrolled with the Yukon Maintenance Enforcement Program, what were your expectations?

_____

_____

_____

_____

☐ Don't Know ☐ Refuse

4.4 Have your expectations changed?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

4.4.1 **How have your expectations changed?**

_____

_____

_____

_____

☐ Don't Know ☐ Refuse

4.5 Do you keep the Yukon Maintenance Enforcement Program updated on your contact information?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

4.6 Do you keep the Yukon Maintenance Enforcement Program updated on your ex-spouse or partner's address or employer information?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

SECTION 5. Enforcement

5.1 Are you aware of the enforcement avenues that are available to the Yukon Maintenance Enforcement Program to collect your maintenance?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

5.2 Are you happy with the enforcement options available to the Yukon Maintenance Enforcement Program officers?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

5.3 Are there other enforcement options you think should be available to the Yukon Maintenance Enforcement Program?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

5.3.1 **What other enforcement options would you like to see?**

_____

_____

☐ Don't Know ☐ Refuse

5.4 Were you informed of the possibility of some orders being difficult to enforce?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

5.5 **Has the Yukon Maintenance Enforcement Program office ever had to take enforcement action against your ex-spouse or partner to make them pay?**

☐ Yes ☐ No **(Go to Question 5.6)** ☐ Don't Know ☐ Refuse

↓

5.5.1 **How many payments had your ex-spouse or partner missed before action was taken?** _____ ☐ Don't Know ☐ Refuse

5.5.2 **Do you feel that the Yukon Maintenance Enforcement Program office made it a priority to take enforcement action against your ex-spouse or partner?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

5.5.3 **Do you feel the amount of time it took for enforcement action to be taken was reasonable?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

5.5.4 **Were you informed that this action does not automatically guarantee you will receive the money?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

5.5.5 **Have you received payments as a result of the Yukon Maintenance Enforcement Program action?**

☐ Yes → 5.5.5.1 **Was the amount of time to receive payment reasonable?**

☐Yes ☐ No ☐ Don't Know ☐ Refuse

↓

5.5.5.2 **What would be a reasonable amount of time?**

_____

☐ Don't Know ☐ Refuse

☐ No → 5.5.5.3 **Do you feel the Yukon Maintenance Enforcement Program is responsible?** ☐Yes ☐ No ☐ Don't Know ☐ Refuse

↓

5.5.5.4 **Why do you feel this way?** _____

_____

☐ Don't Know _____

☐ Refuse ☐ Don't Know ☐ Refuse

5.6 **Is there anything about you ex-spouse or partner that might make it difficult for the Yukon Maintenance Enforcement Program to collect on payments?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

5.6.1 **Would it be because he/she....?** ***(Read the list and check all that apply)***

☐ moved to another province

☐ is unemployed

☐ is self-employed

☐ is a seasonal worker

☐ is on income assistance
☐ refuses to pay
☐ other (*Please specify*) _____
☐ Don't Know ☐ Refuse

SECTION 6. Client Satisfaction With Staff

6.1 Have you had any recent contact, either by phone or in person, with the Yukon Maintenance Enforcement Program staff?

☐ Yes ☐ No **(If No, Go to Question 6.3)** ☐ Don't Know ☐ Refuse

↓

6.1.1 **When was the last contact?** _____ ☐ Don't Know ☐ Refuse
(Month/Year)

6.2 On a scale from 1 to 5, where 1 is very satisfied and 5 is not very satisfied , how would you rate of your most recent contact with Yukon Maintenance Enforcement Program staff.

	Very Satisfied				*Not Very Satisfied*	*Don't Know*	*Refuse*
Staff members are:	**1**	**2**	**3**	**4**	**5**		
a) courteous and polite.	☐	☐	☐	☐	☐	☐	☐
b) respectful.	☐	☐	☐	☐	☐	☐	☐
c) understanding of my situation.	☐	☐	☐	☐	☐	☐	☐
d) fair and equitable.	☐	☐	☐	☐	☐	☐	☐
e) knowledgeable about the program.	☐	☐	☐	☐	☐	☐	☐
f) prompt and efficient.	☐	☐	☐	☐	☐	☐	☐

6.3 Do you feel informed regarding the current status of your file?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

SECTION 7. Overall Client Satisfaction

7.1 Is the quality of service since enrolment in the Yukon Maintenance Enforcement Program...?

☐ Better
☐ The same
☐ Worse →→ 7.1.1 **Why is the service worse?** _____
☐ Don't Know _____
☐ Refused _____
_____

7.2 **On a scale from 1 to 5, where 1 is very satisfied and 5 is not very satisfied , how would you rate the Yukon Maintenance Enforcement Program?**

	Very Satisfied				*Not Very Satisfied*	*Don't Know*	*Refuse*
	1	**2**	**3**	**4**	**5**		
a) The overall service	☐	☐	☐	☐	☐	☐	☐
b) The office location	☐	☐	☐	☐	☐	☐	☐

*** **If <u>not satisfied</u> (4 or 5) with the <u>service or location</u> then ask:**

7.1.2 Why were you not satisfied with:

☐ The service

_____

_____

☐ The location _____

_____

7.3 **Have you ever made an official complaint against the program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

7.3.1 **If a complaint was made, could you please describe the nature of the complaint?**

_____

_____

_____

☐ Don't Know ☐ Refuse

7.3.2 **Was the complaint acted on by the Program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

7.3.3 **Were you satisfied with the outcome of the complaint?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

7.4 **Are there any changes you would like to see made to the Yukon Maintenance Enforcement Program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

7.4.1 **What are the most important changes you would like to see made?**

1. _____

2. _____

3. _____

☐ Don't Know ☐ Refuse

SECTION 8. Experience With Other Maintenance Enforcement Programs

8.1 Were you ever registered with another Maintenance Enforcement Program?

☐ Yes ☐ No **(Go to Section 9)** ☐ Don't Know ☐ Refuse

↓

8.1.1 **Would you say that your experience with the other Maintenance Enforcement Program(s) was ..**

☐ Very Good
☐ Good
☐ Poor
☐ Very Poor
☐ Don't Know ☐ Refuse

8.1.2 **Compared to the Yukon Maintenance Enforcement Program, would you say your experience with the other program was . . .**

☐ Better
☐ The Same
☐ Worse
☐ Don't Know ☐ Refuse

SECTION 9. Demographic Information

9.1 In what year were you born? 19_____ ☐ d/k ☐ r

9.2 Are you? ☐ Female ☐ Male

9.3 Are you an Aboriginal or First Nations person that is North American Indian, Métis or Inuit?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

9.4 What is the highest level of education that you have completed? Would it be...

☐ Grade 8 or less
☐ Grade 9 to l1
☐ High school diploma or GED
☐ Trade certificate or diploma
☐ College certificate or diploma
☐ University degree
☐ Don't Know ☐ Refuse

9.5 What is your current marital status?

☐ Legally married
☐ Common-law
☐ Separated or Divorced
☐ Widowed

☐ Don't Know ☐ Refuse

9.6 Are you presently employed?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

9.7 Approximately what is your annual household income before taxes? Would it be...

☐ Less than $20,000
☐ $20,000 to $40,000
☐ $41,000 to $60,000
☐ $61,000 to $80,000
☐ $81,000 or more
☐ Don't Know ☐ Refuse

Do you have any other comments you would like to make? ☐ No

Thank-you for your time!

Appendix 8.4 MEP Client Survey - Payor Questionnaire

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION:
Payor Survey

Respondent Label

Interviewer: _____

Date: _____

SECTION 1. General Information

1.1 Have you always made payments through the Yukon Maintenance Enforcement Program?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

1.1.1 **What arrangements did you have for making support payments prior to enrolment with the Yukon Maintenance Enforcement Program?**

_____

_____

_____

☐ Don't Know ☐ Refuse

1.1.2 **Before you were making payments through the Yukon Maintenance Enforcement Program, did you ever miss any payments?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

1.1.3 **Did you ever vary the frequency of support payments?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

1.1.4 **Did you ever change the amounts of the payments without first informing your ex-spouse or partner?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

SECTION 2. Enrolment

2.1 Did you register in the Yukon Maintenance Enforcement Program?

☐ Yes ☐ No **(Go to Question 2.2)** ☐ Don't Know ☐ Refuse

↓

2.1.1 **How did you hear about the Program?**

_____

_____

_____

_____

☐ Don't Know ☐ Refuse

So what about: ☐ Legal Counsel ☐ Other governments offices

☐ Through the courts ☐ Friends & relatives

2.1.2 **What were some of the main reasons for registering?**

_____

_____

_____

_____

☐ Don't Know ☐ Refuse

2.1.3 **Was the registration package easy to complete?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

2.1.4 **Have you ever withdrawn and then re-registered with the Yukon Maintenance Enforcement Program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

2.1.4.1 **How many times have you done this?** _____ ☐ Don't Know ☐ Refuse

2.2 After providing your information to the Yukon Maintenance Enforcement Program office, do you feel the amount of time you were given to start making payments was reasonable?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

2.2.1 **What would have been a reasonable amount of time?** _____

☐ Don't Know ☐ Refuse

2.3 The Yukon Maintenance Enforcement Program outlines its roles, responsibilities and the limitations to the program on the internet and in the brochure, A Guide for People who Pay or Receive Support. Have you read the brochure or internet information?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓ _____

2.4 When you were first enrolled in the Yukon Maintenance Enforcement Program, did the staff inform you of the roles, responsibilities and the limitations of the program?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

2.5 Have you ever refused to sign for registered or certified mail from the Yukon Maintenance Enforcement Program?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

SECTION 3. Payments

3.1 Do you pay your maintenance support?

☐ Yes ☐ No **(If no, Go to Q 3.2)** ☐ Don't Know ☐ Refuse

↓

3.1.1 **Which of the following payment options do you currently use?**
(Read the list and Mark all that apply)

☐ Deduct automatically from wages

☐ Pay by cash

☐ Post-dated cheque

☐ Credit card

☐ Debit card

☐ Don't Know ☐ Refused

3.1.2 **Do the payment options currently available suit your individual needs?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse

3.1.3 **Do you feel that the program makes the process of paying maintenance easier?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse

3.1.4 **Does the program help you make your payments on time?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse

3.1.5 **Do you feel your payments are handled in a business-like manner?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse

3.1.6 **Do you keep the Yukon Maintenance Enforcement Program payment receipts?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse

3.2 **Have you ever asked for information on your account?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse
↓

3.2.1 **Do you feel that it was easy to get information about your account?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse

3.2.2 **Did the office provide this information in a reasonable length of time?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse
↓

3.2.3 **What would have been a reasonable length of time?**

_____

_____

☐ Don't Know ☐ Refuse

3.3 **Have you always kept your personal information up-to-date with the Yukon Maintenance Enforcement Program office?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse

SECTION 4. Enforcement Action

4.1 **The Yukon Maintenance Enforcement Office sends every respondent a letter outlining the various enforcement actions that can be taken for not paying maintenance support. Did you read your letter?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse
↓ _____

4.2 **Do you think these enforcement options are fair and reasonable?**
☐ Yes ☐ No ☐ Don't Know ☐ Refuse

4.3 **Has enforcement action ever been taken against you for default on payments?**
☐ Yes ☐ No **(Go to Section 5, Page 4)** ☐ Don't Know ☐ Refuse
↓

4.3.1 **What were your main reasons for defaulting on payments**

_____

_____

☐ Don't Know ☐ Refuse

4.3.2 **What action was taken against you?**

_____

_____

☐ Don't Know ☐ Refuse

4.3.3 **Do you feel the action was fair?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

4.3.4 **Do you feel the action was necessary?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

4.3.5 **How were you notified that enforcement action would be taken?**

☐ In a letter.

☐ Over the telephone

☐ In person

☐ Don't Know ☐ Refuse

4.3.6 **Do you feel that the way in which you were notified was fair?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

4.3.6.1 **What would have been a more appropriate way to let you know that enforcement action would be taken?**

_____

_____

☐ Don't Know ☐ Refuse

4.3.6.2 **After receiving notification that action would be taken were you informed as to what you had to do?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

4.3.7 **Was the amount of time from receiving notification that action will be taken, to action actually being put into place reasonable?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

4.3.7.1 **What would have been a reasonable length of time?**

_____

_____

☐ Don't Know ☐ Refuse

SECTION 5. Client Satisfaction with Staff

5.1 **Have you had any contact, either by phone or in person, with the Yukon Maintenance Enforcement Program staff?**

☐ Yes ☐ No **(Go to Section 6)** ☐ Don't Know ☐ Refuse

↓

5.1.1 **When was the last contact?**

_____ ☐ Don't Know ☐ Refuse

Month / Year

5.2 **On a scale from 1 to 5, where 1 is Strongly Agree and 5 is Do Not Agree, how would you rate your most recent with Yukon Maintenance Enforcement Program staff.**

	Very Satisfied				*Not Very Satisfied*	*Don't Know*	*Refuse*
Staff members are:	**1**	**2**	**3**	**4**	**5**		
a) courteous and polite.	☐	☐	☐	☐	☐	☐	☐
b) respectful.	☐	☐	☐	☐	☐	☐	☐
c) understanding of my situation.	☐	☐	☐	☐	☐	☐	☐
d) fair and equitable.	☐	☐	☐	☐	☐	☐	☐
e) knowledgeable about the program.	☐	☐	☐	☐	☐	☐	☐
f) prompt and efficient.	☐	☐	☐	☐	☐	☐	☐

5.3 **Did the staff keep you informed, or advise you of any changes to your file?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

5.4 **Do you feel that the staff worked in your best interest?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

SECTION 6. Overall Client Satisfaction

6.1 **Is the quality of service since being enrolled in the Yukon Maintenance Enforcement Program…?**

☐ Better

☐ The same

☐ Worse →→ 6.1.1 **Why is the service worse?** _____

☐ Don't Know _____

☐ Refuse _____

6.2 **On a scale from 1 to 5, where 1 is very satisfied and 5 is not very satisfied at all, how would you rate the Yukon Maintenance Enforcement Program's:**

	Very Satisfied				*Not Very Satisfied*	*Don't Know*	*Refuse*
	1	**2**	**3**	**4**	**5**		
a) Overall service	☐	☐	☐	☐	☐	☐	☐
b) Office location	☐	☐	☐	☐	☐	☐	☐

*** **If <u>not satisfied</u> (4 or 5) with the <u>service or location</u> then ask:**

6.2.1 **Why were you not satisfied with:**

☐ The service _____

_____

_____

☐ The location _____

_____

6.3 **Have you ever made an official complaint about the program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

6.3.1 **Could you please describe the nature of the complaint?**

_____

_____

☐ Don't Know ☐Refused

6.3.2 **Was the complaint acted on by the Program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

6.3.2.1 **Were you satisfied with the outcome of the complaint?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

6.4 **Are there any changes you would like to see made to the Yukon Maintenance Enforcement Program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

6.4.1 **What are the most important changes you would like to see made?**

1. _____
2. _____
3. _____

☐ Don't Know ☐ Refuse

SECTION 7. Experience With Other Maintenance Enforcement Programs

7.1 **Were you ever registered with a different Maintenance Enforcement Program?**

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

↓

7.1.1 **Would you say that your experience with the other Maintenance Enforcement Program was:**

☐ Very good

☐ Good

☐ Poor

☐ Very poor

☐ Don't Know ☐ Refuse

7.1.2 **Compared to the Yukon Maintenance Enforcement Program, would you say your experiences with the other program was:**

☐ Better

☐ The Same

☐ Worse

☐ Don't Know ☐ Refuse

SECTION 8. Demographic Information

8.1 In what year were you born? 19_____ ☐ Don't Know ☐ Refuse

8.2 Are you? ☐ Female ☐ Male

8.3 Are you an Aboriginal or First Nations person that is North American Indian, Métis or Inuit?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

8.4 What is the highest level of education that you have completed? Would it be...

☐ Grade 8 or less
☐ Grade 9 to l1
☐ High school diploma or GED
☐ Trade certificate or diploma
☐ College certificate or diploma
☐ University degree
☐ Don't Know ☐ Refuse

8.5 What is your current marital status?

☐ Never married
☐ Legally married
☐ Common-law
☐ Separated or Divorced
☐ Widowed
☐ Don't Know ☐ Refuse

8.6 Are you presently employed?

☐ Yes ☐ No ☐ Don't Know ☐ Refuse

8.7 Approximately what is your annual household income before taxes? Would it be...

☐ Less than $20,000
☐ $20,000 to $40,000
☐ $41,000 to $60,000
☐ $61,000 to $80,000
☐ $81,000 or more
☐ Don't Know ☐ Refuse

Do you have any other comments you would like to make? ☐ No

Thank-you for your time!

Appendix 8.5 MEP Client Survey Detailed Operational Summary

7100 - 48 Maintenance Enforcement Program 2005 ---- Summary					
	Total	**Claimant**	**Withdrawn Claimant**	**Payor**	**Withdrawn Payor**
Selected sample	**1973**	**432**	**481**	**513**	**547**
Invalid contact information: non-working number, fax, cell *(Codes 02, 03, 04, 05, 06)*	837	110	138	290	299
No contact: No phone number *(Code 07)*	116	17	93	2	4
No contact: No answer, answering machine, etc *(Codes11,13,14)*	138	19	20	36	63
Contact but no survey due to: Absent for duration, language barrier, etc *(Codes 20, 22)*	35	6	13	3	13
Out of Scope : Business, age, child's phone, duplicates *(Codes 30, 56)*	132	38	39	24	31
Non-interviews: Household contact hangs up, No contact with selected interviewee *(Codes 31, 32)*	6	2	1	1	2
Non-interviews: Institutionalized, deceases, special circumstances *(Codes 60, 64, 90)*	21	2	6	4	9
Completed Surveys *(Codes 70, 40, 41)*	651	233	153	147	118
Partially completed Surveys *(Code 71)*	5	0	1	4	0
Refusals *(Code 80)*	36	5	17	6	8
Total of all selected interviewees	1973	432	481	513	547
Total of Completed / Partially Completed / Refusals	688	238	171	157	126
Refusal Rate Percentage	5.23%	2.10%	10.94%	3.82%	6.35%

Survey Form Numbers:
1001 - 1446 Claimant
2001 - 2481 Withdrawn Claimant
3001 - 3643 Payor
4001 - 4914 Withdrawn Payor

7100 - 48 Maintenance Enforcement Program 2005 --Final Code Results						
Code	**Description**	**Totals**	**Claimant**	**Withdrawn Claimant**	**Payor**	**Withdrawn Payor**
02	Incorrect Phone Number	**389**	34	76	122	157
03	Non-working number	**383**	70	54	143	116
04	Fast busy signal, strange noise, dead silence	**15**	4	1	4	6
05	Fax Machine	**35**	1	3	17	14
06	Cell Phone	**15**	1	4	4	6
07	No Phone Number	**116**	17	93	2	4
11	No one home / no answer	**58**	5	6	20	27
13	Answering machine or service - no message left	**73**	12	11	15	35
14	Message number	**7**	2	3	1	1
20	Absent for duration of survey	**31**	5	12	3	11
22	Language barrier (not official language)	**4**	1	1	0	2
30	Duplicate dwelling	**21**	2	3	7	9
31	Household contact hangs up	**4**	1	0	1	2
32	No contact with selected interviewee	**2**	1	1	0	0
40	Multi-case client - Main Form	**23**	15	6	2	0
41	Multi-case client - Linked Forms	**26**	13	2	4	7
56	Not eligible - did not use MEP	**111**	36	36	17	22
60	Institutionalized	**1**	0	1	0	0
64	Deceased	**14**	1	3	3	7
70	**Fully Complete**	**602**	**205**	**145**	**141**	**111**
71	Partially complete	**1**	0	1	0	0
80	Refusal	**36**	5	17	6	8
90	Unusual / special circumstances	**6**	1	2	1	2
			432	481	513	547
Survey Sample		**1973**	864	962	1026	1094
Survey Target		**600**	200	200	100	100

Form #	Refusal Comments
Claimant Refusals	
1012	I'm not interested in completing the survey.
1060	I do not want to do the interview as my claim just changed to withdrawn status and there are still legal issues going on. I do not want to be called back.
1086	I am not interested in participating in the survey and because it is voluntary I would rather not do it.
1136	I will be out of the program in a month and I am not doing the survey!
1292	I do not want to answer any questions.
Withdrawn Claimant Refusals	
2036	I'm too busy and just don't want to participate.
2067	I'm not interested at all.
2085	I refused to participate because I do not trust the program or the staff with personal information.
2101	Stated "I'm not interested" and then he hung up the phone.
2123	I do not want to participate in the questions and just mark everything as very good or excellent.
2126	How did you get my damn phone number? Don't call me again!
2179	Linked to form 3202. I do not do surveys. My son is 21 and I am no longer in MEP and not interested.
2211	I received the letter from MEP but I am not interested in doing the survey.
2215	Just responded yup and that he made all his payments then he hung up.
2225	It is a breach of confidentiality for MEP to have given out my information to anyone. [Extremely angry].
2240	Talk to somebody else I don't have time and I don't give a damn.
2241	I am not willing to participate in a survey that will assist a department that has done so much to ruin me, they don't listen. My children are not accessible to me, it's a one way street for women. [Very bitter about the program].
2288	I am not interested.
2328	I don't have any good feelings about MEP and don't want to make any comments in case it might cause more problems. I made $3500 in overpayments that the kids never saw. I have the children now and have been waiting over 1 1/2 years to receive any money
2394	I really hate surveys and do not want to do this one. I am still making payments.
2408	I'm not interested.
2431	Why are you bothering me at home? Why don't you give me your home number and I can phone you at home to do the survey.
Payor Refusals	
3102	I'll pass on completing the survey.
3202	Linked to form 2179. I do not do surveys. My son is 21 and I am no longer in MEP and not interested.
3421	I don't want to participate and then hung up.
3553	I don't have time, do not call back.

3572	How did you get my number? It has been so long since I was enrolled in the program that I am not interested in answering any questions about it.
3609	Absolutely not interested in participating.

Withdrawn Payor Refusals

4116	This person called in and asked to be taken off the list they were not interested in participating.
4166	I will not do phone surveys because I do not trust who I am talking to. If you want to talk to me you can come and see me in person.
4299	No reason provided by interviewer.
4423	I don't do surveys and then hung up.
4438	Bottom line, this was the worst time of my life and I want nothing to do with this interview, thank you very much.
4610	I didn't really deal with MEP and wouldn't be a good interviewee then they hung up
4724	I can't talk about the program it puts a bad taste in my mouth, I just can't talk about it.
4840	I'm not interested in participating.

Form #	Special Circumstance Comments
Claimant Special Circumstances	
1184	Partially completed interview but the interviewee seemed to be mentally challenged and was unable to understand the questions.
Withdrawn Special Circumstances	
2442	Interviewee was verbally abusive to the interviewer and she terminated the call.
2466	Interviewee uncooperative and rambled on in incoherent sentences.
Payor Special Circumstances	
3106	Hearing difficulties
Withdrawn Special Circumstances	
4197	death in the family.
4905	Hospitalized for an unknown term.

Appendix 8.6 Claimant Questionnaire –Detailed Tables

CLAIMANTS - Demographic Profile			(by column view)			(by row view)		
	All		YES Currently Payments Owing	NO Payments Owing Currently		YES Currently Payments Owing	NO Payments Owing Currently	
	%		%	%		%	%	
Total	100		100	100		64	36	100
(not stated = 6)								
Age Group								
20 to 29 years of age	13		14	11		69	31	100
30 to 39 years of age	40		42	37		66	34	100
40 to 49 years of age	33		33	32		65	35	100
50 years of age or older	14		11	20		50	50	100
(not stated = 26)								
Sex								
Female	95		95	95		64	36	100
Male	5		5	5		64	36	100
(not stated = 19)								
First Nations								
Yes	31		35	25		71	29	100
No	69		65	75		61	39	100
(not stated = 20)								
Employed								
Yes	78		77	79		63	37	100
No	22		23	21		66	34	100
(not stated = 20)								
Education Level								
< High School	21		24	14		75	25	100
High School	24		24	24		65	35	100
> High School	55		52	62		59	41	100
(not stated = 20)								

	All	YES Currently Payments Owing	NO Payments Owing Currently	YES Currently Payments Owing	NO Payments Owing Currently	
	%	%	%	%	%	
Total	100	100	100	64	36	100
Income Level						
less than $20,000	21	24	16	72	28	100
$20,00 - $40,000	35	35	36	58	42	100
$41,000 - $60,000	19	17	23	68	32	100
$61,000 - $80,000	11	12	10	56	44	100
$81,000 or more	13	12	15	63	37	100
(not stated = 32)						
Marital Status						
single	31	32	31	66	34	100
common-law	18	18	16	67	33	100
legally married	20	21	19	67	33	100
separated/divorces	31	29	34	60	40	100
(not stated = 28)						

CLAIMANTS – Pre MEP Payments		(by column view)		(by row view)		
	All	YES Currently Payments Owing	NO Payments Owing Currently	YES Currently Payments Owing	NO Payments Owing Currently	
	%	%	%	%	%	
Total	100	100	100	64	36	100
1.1 Have you always collected payments through MEP?						
Yes	57	56	60	62	38	100
No	43	44	40	66	34	100
(not stated = 7)						
Of the 100 claimants that said NO to "1.1 always collect through MEP" the following questions were asked ...						
			Sub-total	66	34	100
1.1.1 What arrangements did you have for collecting support payments?						
Did not pay at all	11	14	3	90	10	100
paid me directly	49	44	61	60	40	100
through another MEP	14	14	13	69	31	100
no arrangements	26	28	23	72	28	100
(not stated = 0)						
1.1.2 Did your ex-spouse/partner ever miss payments?						
Yes	86	91	76	71	29	100
No	14	9	24	57	43	100
(not stated = 1)						
1.1.3 Did your ex-spouse/partner ever change the amounts without first informing you?						
Yes	24	25	22	70	30	100
No	76	75	78	66	34	100
(not stated = 4)						

CLAIMANTS - Current Payments		(by column view)		(by row view)		
	All	YES Currently Payments Owing	NO Payments Owing Currently	YES Currently Payments Owing	NO Payments Owing Currently	
	%	%	%	%	%	
Total (233 claimants)	100	100	100	42	58	100
2.1 Did you register with MEP or did your ex-spouse/partner?						
I registered	94	97	88	67	33	100
ex registered	6	3	12	29	71	100
(not stated = 8)						
Of the 211 Claimants that said YES to 2.1 "I registered in MEP" the following questions were asked ...						
			Sub-total	40	60	100
2.1.1 How easy or difficult was it for you to complete the registration package?						
very easy	39	35	47	62	38	100
easy	55	59	47	73	27	100
difficult	3	4	2	83	17	100
very difficult	3	2	4	60	40	100
(not stated = 28)						
2.1.2 Did you require assistance from MEP when completing the registration package?						
yes	24	28	16	79	21	100
no	76	72	84	65	35	100
(not stated = 10)						
Of the 43 Claimants that said YES to 2.1.2 "I required help to register" the following question was asked ...						
2.1.2.1 Did the help you received make it easier to complete the registration?						
yes	93	92	100	79	21	100
no	7	8	0	100	0	100
(not stated = 2)						

2.1.3 Have you ever withdrawn and re-registered with MEP?							
yes	10		10	9	70	30	100
no	90		90	91	66	34	100
(not stated = 24)							
2.2 What information regarding your ex-spouse or partner were you able to provide MEP?							
multiple responses							
name	13		13	12	67	33	100
birthdate/birthplace	12		13	12	67	33	100
social insurance number	8		8	8	65	35	100
current marital status	12		12	11	66	34	100
home address	9		8	10	61	39	100
home phone number	8		8	9	61	39	100
physical description	11		12	11	68	32	100
names of family/friends	11		12	10	68	32	100
employment information	10		9	10	63	37	100
financial information	6		6	6	62	38	100
2.5 Did you expect that enrolment in MEP would automatically mean you start getting money from your ex?							
yes	41		36	50	59	41	100
no	59		64	50	71	29	100
(not stated = 26)							
2.6 Were you aware that MEP is not an automatic guarantee that maintenance will be received?							
yes	90		91	89	67	33	100
no	10		9	11	62	38	100
(not stated = 24)							
2.7 Has enrolment in MEP helped to lessen your financial burden?							
yes	69		61	82	57	43	100
no	31		39	18	79	21	100
(not stated = 7)							
2.8 Has enrolment given you a sense of security that you are no longer the one responsible to ensure your ex pays?							
yes	78		72	89	59	41	100
no	22		28	11	82	18	100

(not stated = 7)								
2.9 Since enrolment are you more likely to receive your payments?								
yes	80		74	91		59	41	100
no	20		26	9		84	16	100
(not stated = 9)								
2.10 Was there ever a time you felt your own personal safety was at risk because you had to collect payments?								
yes	26		31	17		76	24	100
no	74		69	83		60	40	100
(not stated = 7)								
Of the 59 Claimants that said YES to 2.10 "personal safety at risk" the following question was asked ...								
2.10.1 Has enrolment in MEP helped to lessen this threat ...?								
yes	82		92	79		74	26	100
no	18		8	21		90	10	100
(not stated = 2)								

CLAIMANTS - Satisfaction with MEP			(by column view)			(by row view)		
	All		YES Currently Payments Owing	NO Payments Owing Currently		YES Currently Payments Owing	NO Payments Owing Currently	
	%		%	%		%	%	
Total	100		100	100		62	35	100
6.1 Have you had any recent contact, either by phone or in person with MEP staff?								
yes	57		57	55		64	36	100
no	43		43	45		62	38	100
(not stated = 19)								
Of the 136 claimants that said YES to "6.1 recent contact with MEP" the following questions were asked ...								
6.2 Rate your satisfaction with MEP Staff. Staff members are ...								
(a) courteous & polite								
1= Very Satisfied	74		72	79		62	38	100
2	16		17	14		68	32	100
3	4		5	2		80	20	100
4	1		5	0		100	0	100
5=Not Very Satisfied	2		1	5		33	66	100
(not stated = 15)								
(b) respectful								
1= Very Satisfied	78		76	81		63	37	100
2	13		13	14		63	37	100
3	3		4	2		75	25	100
4	4		6	0		100	0	100
5=Not Very Satisfied	2		1	2		50	50	100
(not stated = 16)								
c) understanding of my situation								
1= Very Satisfied	72		68	79		61	39	100
2	14		17	9		76	24	100
3	8		9	7		70	30	100
4	3		4	2		75	25	100
5=Not Very Satisfied	3		3	2		67	33	100
(not stated = 15)								

(d) fair & equitable							
1= Very Satisfied	76		72	84		61	39	100
2	14		17	9		76	24	100
3	4		4	5		60	40	100
4	4		6	0		100	0	100
5=Not Very Satisfied	2		1	2		50	50	100
(not stated = 15)								
(e) knowledgeable about the program							
1= Very Satisfied	85		84	86		64	36	100
2	10		11	10		67	33	100
3	3		3	2		67	33	100
4	2		1	2		50	50	100
5=Not Very Satisfied	1		1	0		100	0	100
(not stated = 19)								
(f) prompt & efficient							
1= Very Satisfied	76		71	86		59	41	100
2	13		17	7		81	19	100
3	5		5	5		67	33	100
4	3		4	0		100	0	100
5=Not Very Satisfied	3		3	2		67	33	100
(not stated = 21)								
6.3 Do you feel informed regarding the current status of your file?							
yes	74		66	87		57	43	100
no	26		34	13		84	16	100
(not stated = 22)								

	All	YES Currently Payments Owing	NO Payments Owing Currently	YES Currently Payments Owing	NO Payments Owing Currently	
	%	%	%	%	%	
Total	100	100	100	64	36	100
Section 7. Overall Client Satisfaction						
7.1 Is the quality of service since enrolment in MEP						
Better	28	22	40	48	52	100
the same	67	71	59	68	32	100
worse	5	7	1	90	10	100
(not stated = 28)						
7.2 Overall Satisfaction						
(a) with Service						
1= Very Satisfied	51	38	74	48	52	100
2	27	33	18	76	24	100
3	13	18	5	86	14	100
4	6	8	1	92	8	100
5=Not Very Satisfied	3	4	1	83	17	100
(not stated = 22)						
(b) with Location						
1= Very Satisfied	75	69	89	60	40	100
2	14	18	8	82	18	100
3	7	9	3	85	15	100
4	2	2	1	67	33	100
5=Not Very Satisfied	2	2	0	100	0	100
(not stated = 41)						
7.3 Have you ever made an official complaint against the program?						
Yes	3	4	1	86	14	100
no	97	96	99	63	37	100
(not stated = 19)						

	All		YES Currently Payments Owing	NO Payments Owing Currently		YES Currently Payments Owing	NO Payments Owing Currently	
	%		%	%		%	%	
Total	100		100	100		64	36	100
Of the 7 claimants that said YES to "7.3 ever made an official complaint" the following questions were asked ...								
7.3.2 Was the complaint acted on by the Program?								
Yes	3		4	1		86	14	100
no	97		96	99		63	37	100
(not stated = 0)								
Of the 4 claimants that said YES to "7.3.2 was the complaint acted on" the following questions were asked ...								
7.3.3 Were you satisfied with the outcome?								
Yes	50		33	100		50	50	100
no	50		67	0		100	0	100
(not stated = 0)								
All claimants were asked ...								
7.4 Are there any changes you would like to see made to MEP?								
Yes	43		50	30		74	26	100
no	57		50	70		56	44	100
(not stated = 24)								
Of the 89 claimants that said YES to "7.4 changes you would like to see" the following questions were asked ...								
7.4.1 What are the most important changes you would like to see made to MEP?								
Yes	43		50	30		74	26	100
no	57		50	70		56	44	100
(not stated = 24)								

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION						
		(by column view)		(by row view)		
	All	**YES Currently Payments Owing**	**NO Payments Owing Currently**	**YES Currently Payments Owing**	**NO Payments Owing Currently**	
	%	**%**	**%**	**%**	**%**	
Total	100	100	100	64	36	100
8.1 Were you ever registered with a different MEP?						
yes	14	15	12	70	30	100
no	86	85	88	38	62	100
(not stated = 19)						
Of the 30 claimants that said YES to "8.1 experience with other MEP" the following questions were asked ...						
			Sub-total	68	32	100
8.1.1 Would you say that your experience was ...?						
very good	4	11	22	50	50	100
good	43	42	44	67	33	100
poor	36	42	22	80	20	100
very poor	7	5	11	50	50	100
(not stated = 2)						
8.1.2 Compared to Yukon MEP would you say that your experience with the other MEP was ...?						
better	11	11	11	67	33	100
the same	43	32	67	50	50	100
worse	46	58	22	87	15	100
(not stated = 2)						

Appendix 8.7 Claimant Questionnaire – Long Answer Responses

Q1.3. What were the main reasons for registering in the Yukon MEP?

Claimants with Current Payment Outstanding

1185 BECAUSE EX-SPOUSE IS IN ANOTHER PROVINCE AND THIS PROGRAM WOULD MAKE IT EASIER.

1182 BECAUSE HE IS NOT PAYING.

1396 BECAUSE HE WAS NOT PAYING MAINTENANCE AND HE WOULDN'T UNLESS HE WAS FORCED TO.

1177 BECAUSE HE WASN'T PAYING.

1250 BECAUSE HE [EX-SPOUSE/PARTNER] DIDN'T COMPLY WITH THE COURT ORDER.

1266 BECAUSE I COULDN'T GET ANY MONEY FROM MY DAUGHTER'S FATHER.

1013 BECAUSE I MOVED TO THE YUKON.

1002 BECAUSE I WASN'T GETTING PAYMENTS.

1039 BECAUSE OF MISSED PAYMENTS BY EX-SPOUSE.

1332 CHILDREN DESERVED BETTER UPBRINGING FINANCIALLY.

1176 COLLECT MONEY AND TRACK HER DOWN WHEN SHE DISAPPEARS.

1125 COULD NOT GET HIM TO PAY, SO I THOUGHT THIS WOULD HELP.

1414 COURT ORDER.

1064 FINANCIAL. I WAS A STUDENT RAISING TWO TWIN DAUGHTERS.

1305 FOR CHILD SUPPORT FOR THE KIDS.

1205 FOR SMOOTH, RELIABLE COLLECTION.

1435 HE HAD NOT COME THROUGH WITH PAYMENTS THAT HE WAS SUPPOSED TO.

1143 HE LEFT, TOOK EVERYTHING AND LEFT ME WITH HIS BILLS. I KNEW THAT I WOULD NEVER GET PAYMENTS FROM HIM.

1123 HE LIVES IN ALBERTA AND IS SELF-EMPLOYED AND THIS SEEMED TO BE A GOOD WAY TO MAKE HIM PAY CHILD SUPPORT.

1122 HE WAS NOT FROM HERE AND I WANTED TO GET SOME MONEY FROM HIM FOR HIS FOUR KIDS.

1411 HE WASN'T PAYING SUPPORT.

1431 HELP IN GETTING THE MONEY FOR SUPPORT AND I WOULD NOT HAVE TO TRACK HIM DOWN AND DEAL WITH HIM, THEY WOULD.

1157 I AM A SINGLE PARENT AND I WANTED SOME FINANCIAL HELP.

1214 I AM A SINGLE PARENT WITH FOUR KIDS. I NEEDED ASSISTANCE TO COLLECT PAYMENTS.

1321 I COULD GET THE FUNDS TO RAISE CHILDREN FROM EX-SPOUSE.

1245 I COULD NOT GET THE MONEY ON MY OWN FROM EX-PARTNER AND I DID NOT WANT TO HAVE TO DEAL WITH MY EX-PARTNER.

1135 I COULDN'T GET ANY MONEY OUT OF HIM.

1310 I COULDN'T GET MONEY OTHERWISE.

1022 I FELT THAT BOTH PARENTS SHOULD BE INVOLVED IN RAISING A CHILD, FINANCIALLY AS WELL.

1290 I GOT TIRED OF NOT GETTING ANY MONEY.

1406 I HAD A COURT ORDER, BUT HE DIDN'T ALWAYS PAY ON THE FIRST.

1326 I HAVE SON AND FROM THAILAND AND I HAVE TO COLLECT MONEY. DID NOT UNDERSTAND CANADIAN LAW AND WHAT I HAVE TO DO.

1409 I HAVE THREE KIDS AND NEED TO COLLECT SUPPORT PAYMENTS.

1415 I HOPED THEY COULD FORCE COLLECTION.

1426 I HOPED TO GET SOME FINANCIAL ASSISTANCE TO RAISE MY CHILDREN.

1419 I KNEW HE WOULDN'T WILLINGLY PAY.

1443 I KNEW SHE WOULD NOT PAY ANYTHING UNLESS FORCED TO, AS SHE WAS NOT RELIABLE.

1376 I NEEDED INCOME TO HELP WITH MY CHILDREN.

1057 I NEEDED SUPPORT AND THOUGHT THIS WAS THE ONLY WAY I COULD GET IT.

1420 I NEEDED THE EXTRA INCOME TO RAISE MY CHILD.

1389 I NEEDED TO GET MONEY.

1253 I REGISTERED BECAUSE I WAS OWED MONEY.

1181 I REGISTERED BECAUSE OF MY EX-SPOUSE WAS NOT PAYING.

1233 I REGISTERED IN ORDER TO START GETTING MONEY FROM MY EX-PARTNER.

1018 I REGISTERED IN THE PROGRAM TO MAKE SURE I WOULD RECEIVE CHILD SUPPORT.

1035 I REGISTERED TO ENSURE THAT THE CHILD WOULD BENEFIT FROM BOTH PARENTS.

1079 I THOUGHT THAT IF HE DIDN'T WANT ANYTHING TO DO WITH THE CHILD, THAT PAYMENT WOULD COME IN HANDY.

1121 I WANTED TO SET SOME BOUNDARIES AND GET MY LIFE ORGANIZED.

1383 I WAS BEING INFORMED OF MY RIGHTS NAD THE GOVERNMENT SERVICES WERE SUGGESTED FOR ME TO DO THIS.

1429 I WAS BROKE AND NEEDED MONEY FOR RAISING TWO BOYS.

1028 I WAS HOPING IT WOULD WORK OR BE EFFECTIVE IN COLLECTING PAYMENTS.

1264 I WAS LEAVING THE TERRITORY. I THOUGHT IT WOULD HELP.

1044 I WAS NOT RECEIVING MY MONTHLY PAYMENTS.

1026 I WAS NOT RECEIVING MY PAYMENTS.

1303 I WAS NOT RECEVING ANY MONEY.

1242 I WAS NOT SUCCESSFUL IN OBTAINING ANY PAYMENTS ON MY OWN AFTER THREE YEARS OF TRYING.

1226 I WAS ON ASSISTANCE AND I HAD THREE KIDS.

1255 I WAS ORDERED BY THE COURTS.

1011 I WAS PISSED OFF BECAUSE MY EX-PARTNER WAS SPENDING HIS MONEY ON BOOZE AND NOT HIS SON.

1349 I WAS TOLD TO BY SOCIAL SERVICES TO REGISTER, BUT I WOULD HAVE REGISTERED EVENTUALLY ANYWAY.

1066 I WAS TRANSFERRED HERE AND WAS GOING TO BE HERE AT LEAST FOUR YEARS, SO I WANTED SOMETHING IN PLACE.

1393 IN ORDER TO RECEIVE PAYMENT.

1388 IT WAS A COURT ORDER.

1027 IT IS THE ONLY ONE THAT I HAD HEARD OF.

1207 IT IS THE ONLY WAY TO TAKE CARE OF SON'S FUTURE.

1444 IT WAS A COURT ORDER.

1154 IT WAS A PART OF OUR DIVORCE AGREEMENT.

1139 IT WAS ABOUT TIME FOR HIM TO PAY.

1212 IT WAS COURT ORDERED.

1324 IT WAS FOR THE CHILDREN'S EDUCATION.

1295 IT WAS MANDATORY AS I WAS ON SOCIAL ASSISTANCE AT THE TIME.

1269 IT WAS REQUIRED THROUGH SOCIAL ASSISTANCE.

1336 IT WAS SUGGESTED THAT IT WAS A GOOD IDEA TO REGISTER.

1043 JUST IN CASE MY EX-SPOUSE DID NOT PAY.

1265 JUST TO HELP OUT. AND THINGS WEREN'T GOOD BETWEEN MY EX AND ME.

1223 LOCATION - ONLY PROGRAM IN YUKON

1277 MY EX HAD MAJOR PROBLEMS WITH DRUGS AND I WAS CONCERNED ABOUT CONSISTENT PAYMENTS.

1405 MY EX-SPOUSE REGISTERED. IF HE DID NOT, I PROBABLY WOULD HAVE.

1439 MY LAWYER TOLD ME I SHOULD REGISTER.

1234 MY LAWYER TOLD ME TO DO IT.

1370 NOT RECEIVING PAYMENTS.

1371 ONLY SOLUTION TO HELP GET PAYMENTS.

1430 SO DAUGHTER COULD GET SOME MONEY SHE DESERVED FROM HIM IN ORDER TO TAKE CARE OF HER.

1236 SO HE WOULD TAKE PART IN HIS SON'S LIFE.

1114 SO I DIDN'T HAVE TO DEAL WITH MY EX TO RECEIVE PAYMENTS.

1257 SO I WOULDN'T HAVE TO DEAL WITH COLLECTING THE MONEY.

1113 SO THAT I COULD EVENTUALLY GET SOME MONEY FROM MY EX.

1103 SO THAT I WOULD GET MONEY MONTHLY.

1280 SO THAT I WOULDN'T HAVE TO CHASE AFTER HIM ANYMORE.

1256 SO THAT I WOULDN'T HAVE TO DEAL WITH IT MYSELF.

1145 SO THEY WOULD HAVE A RECORD OF WHEN HE PAID AND WHEN HE DID NOT PAY. IT WAS MY WORD AGAINST HIS AND I WANTED A RECORD.

1055 SOCIAL ASSISTANCE SAID I HAD TO.

1167 SOCIAL SERVICES TOLD ME TO REGISTER.

1432 SOCIAL WORKER TOLD ME TO DO SOMETHING FOR MY KIDS AND EX SHOULD TOO.

1193 THE JUDGE SAID SO.

1088 THE MAINTENANCE WAS DONE THROUGH THE COURTS.

1391 THEY CONTACTED ME. MY SISTER WORKED THERE AND SHE SUGGESTED I REGISTER.

1288 THOUGHT SOMEONE ELSE COULD CHASE DOWN MY OLD LADY AND WOULD HAVE THE POWER TO GET SOME MONEY FROM HER.

1386 TO AVOID CONFLICT WITH MY OTHER SPOUSE.

1421 TO AVOID HAVING TO TALK WITH MY EX-PARTNER ABOUT MONEY.

1095 TO BE ABLE TO GET MONEY FOR KIDS.

1085 TO BE ABLE TO GET MONEY TO RAISE MY CHILD.

1416 TO COLLECT MY MONEY.

1243 TO COLLECT ON PAYMENTS FROM A DEAD BEAT DAD.

1340 TO DISTANCE THAT ASPECT [OF COLLECTING MAINTENANCE HERSELF]. HE WAS TRYING TO USE MAINTENANCE AND ACCESS AS THE SAME THING.SO IF HE MISSED A MAINTENANCE

PAYMENT,HE WOULDN'T ACCESS HIS SON.IT ALSO RELIEVED A LOT OF STRESS OFF MY SHOULDERS.

1195 TO ENSURE I GET MONEY EVERY MONTH FOR MY SON.

1358 TO ENSURE PAYMENTS WERE BEING MADE.

1197 TO ENSURE PAYMENTS.

1249 TO ENSURE REGULAR PAYMENTS.

1286 TO ENSURE THAT I RECEIVE MY PAYMENTS.

1016 TO ENSURE THAT I WOULD RECEIVE MY CHILD SUPPORT AND TO ELIMINATE MY CONTACT WITH EX-SPOUSE.

1025 TO ENSURE THAT MY EX-SPOUSE WOULD MAKE REGULAR PAYMENTS.

1094 TO ESTABLISH A PATTERN OF IRRESPONSIBILITY TO ESTABLISH A PATTERN FOR FULL CUSTODY.

1329 TO FEED THREE HUNGRY CHILDREN.

1210 TO FORCE MY EX TO ASSUME SOME RESPONSIBILITY FOR PAYMENTS.

1394 TO GET ASSISTANCE IN ENFORCING COURT ORDER.

1061 TO GET CHILD SUPPORT.

1138 TO GET CUSTODY OF MY DAUGHTER.

1390 TO GET EXTRA HELP FOR RAISING THE KIDS.

1380 TO GET EXTRA HELP FOR RAISING THE KIDS.

1221 TO GET FINANCIAL HELP RAISING MY SON.

1323 TO GET FINANCIAL SUPPORT FOR CHILD.

1225 TO GET MONEY FOR MY DAUGHTER.

1382 TO GET MONEY TO SURVIVE.

1158 TO GET MONEY TO TAKE CARE OF MY SON.

1097 TO GET MONEY.

1395 TO GET PAID AND NOT TO HAVE TO CHASE HIM IN ORDER TO GET PAID.

1368 TO GET PAYMENTS TO SUPPORT CHILDREN.

1263 TO GET SUPPORT FINANCIALLY.

1302 TO GET SUPPORT FOR MY CHILDREN FROM MY EX.

1106 TO GET SUPPORT, TO HAVE EXTRA HELP.

1101 TO HAVE MY EX HELP SUPPORT MY CHILD FINANCIALLY.

1082 TO HAVE NO CONTACT WITH THAT PERSON AND TO HAVE THE AVAILABILITY OF MAINTENANCE.

1331 TO HELP COLLECT PAYMENTS.

1228 TO MAKE COLLECTION OF PAYMENTS EASIER FOR MYSELF.

1049 TO MAKE EX-PARTNER PAY HIS SUPPORT.

1191 TO MAKE IT EASIER TO GET SUPPORT.

1399 TO RECEIVE CONSISTENT AND EQUAL PAYMENTS ON A MONTHLY BASIS.

1441 TO SEE IF I COULD GET HELP FOR GETTING PAYMENTS.

1109 TO TRY AND COLLECT MONIES OWED TO ME.

1445 TO TRY AND GET CHILD SUPPORT.

1202 WAS A REQUIREMENT OF SOCIAL ASSISTANCE.

1320 WAS NO OTHER WAY OF COLLECTING.

1291 WE MOVED FROM BRITISH COLUMBIA AND I WAS STILL TRYING TO GET MONEY FROM HIM.

1163 WELFARE TOLD ME TO REGISTER.

Claimants with NO Current Payment Outstanding

1220
1. SO THAT I DIDN'T HAVE TO GUESS IF HE WAS GOING TO PAY.
2. PAYOR INVOLVED CHILDREN IN TRANSFER OF MONEY.
3. SO I DIDN'T HAVE TO HAVE CONTACT WITH HIM.

1270 AFTER THE SEPARATION, HE WASN'T GIVING ANY MONEY.

1215 BECAUSE HE [EX-SPOUSE/PARTNER] WOULDN'T PAY.

1254 BECAUSE I COULDN'T COLLECT. HE WOULDN'T PAY UNLESS FORCED TO

1229 BECAUSE I NEEDED A COURT ORDER FOR HIM TO PAY.

1438 BECAUSE I WAS NOT GETTING ANY MONEY FROM HIM.

1058 BY A COURT ORDER.

1072 CONSISTENCY IN PAYMENTS.

1407 COURT ORDER.

1201 COURT ORDER.

1367 DESERTION OF MY EX-SPOUSE

1213 FOR DOCUMENTATION TO BE USED AT A LATER DATE IN CASE PROBLEMS AROSE.

1117 HAD A RESTRAINING ORDER AND IT WAS THE WAY TO GET SOME SUPPORT WITH VERY LITTLE CONTACT.

1403 HE DECIDED HE DIDN'T WANT TO PAY ANYMORE.

1359 HE DID NOT WANT ANYTHING TO DO WITH ME AND WANTED TO PAY THROUGH THE MAINTENANCE ENFORCEMENT PROGRAM.

1365 HE DIDN'T PAY.

1446 HE HAD ABUSED THE FINANCES IN OUR RELATIONSHIP. I COULDN'T TRUST HIM.

1397 HE LIVES IN A DIFFERENT PROVINCE.

1436 HE LIVES IN ALBERTA AND I WANTED HIM TO PAY NOW AS I CANNOT KEEP UP WITH A MORTGAGE AND KIDS ANY MORE.

1387 HE NEVER PAID. I TOOK IT BACK TO COURT AND THEY SUGGESTED I REGISTER.

1171 HUSBAND LEFT AND I HAD NO INCOME.

1417 I AM MOVING OUT OF TERRITORY TO GO TO SCHOOL.

1322 I DIDN'T REGISTER.

1104 I DIDN'T TRUST MY EX-HUSBAND TO PAY HIS CHILD SUPPORT.

1180 I HAD RECEIVED TOO MANY BAD CHEQUES.

1381 I HAD TO REGISTER AS SOCIAL SERVICES TOLD ME TO.

1169 I KNEW I WOULDN'T GET ANY MONEY FROM HUSBAND.

1130 I MOVED TO WHITEHORSE.

1024 I NEEDED THE MONTHLY INCOME TO SUPPORT MY CHILD.

1010 I REGISTERED FOR CONVENIENCE.

1244 I REGISTERED IN ORDER TO START RECEIVING PAYMENTS.

1239 I REGISTERED TO ENSURE THAT THE CHILDREN WOULD RECEIVE SUPPORT.

1385 I REGISTERED TO GET MONEY FROM MY EX-SPOUSE FOR CHILD SUPPORT.

1149 I WANTED THE MONEY.

1296 I WANTED TO BE ABLE TO GET SOME HELP MONEY-WISE AND I KNEW IT WOULD NOT WORK IF IT WAS NOT LEGAL OR FORCED ON HIM.

1024 I WAS ALWAYS RECEIVING MY PAYMENTS BUT REGISTERED IN ORDER TO GET OFFICIAL RECEIPTS FOR TAX PURPOSES.

1007 I WAS BORN AND RAISED IN THE YUKON.

1036 I WAS LIVING IN THE YUKON.

1427 I WASN'T GETTING PAID AND I WANTED THEM TO ENFORCE THE COURT ORDER.

1120 I WOULD NOT RECEIVE ALL MY MAINTENANCE IF I DID NOT REGISTER AND TI WAS ENFORCED BY THE MEP OFFICE.

1173 IF I DIDN'T HE WOULDN'T PAY.

1208 IT WAS COURT ORDERED MAINTENANCE SO I HAD TO GO REGISTER.

1017 IT WAS ORDERED THROUGH THE COURT. I DO NOT THINK THERE WAS A CHOICE INVOLVED.

1227 IT WOULD BE EASIER NOT TO DEAL WITH EX-SPOUSE OVER THE MONEY ASPECT.

1352 JUST TO KEEP THINGS REGULAR.

1351 MY EX-HUSBAND ARRANGED IT TO MAKE IT EASIER FOR HIM TO PAY CHILD SUPPORT.

1272 MY EX-HUSBAND REGISTERED.

1045 MY EX-SPOUSE MISSED SO MANY PAYMENTS HE REGISTERED HIMSELF.

1235 MY EX-SPOUSE WAS NOT PAYING ANYTHING.

1410 MY EX-SPOUSE WASN'T PAYING.

1065 MY FEELING IS A FATHER SHOULD PAY SUPPORT FOR HIS CHILDREN.

1315 NO PAYMENTS.

1330 PROGRAM INVOLVEMENT STARTED IN ALBERTA, THEN NORTHWEST TERRITORIES AND THEN TO YUKON.

1303 RECOMMENDED BY LAWYER.

1428 SECURITY TO MAKE SURE I GOT PAID AND THAT HE COULD USE VISA TO MAKE PAYMENTS.

1342 SECURITY WHEN THE CHEQUES WERE RUNNING OUT AND NOT KNOWING IF MORE WERE COMING.

1337 SO I COULD GET HELP FROM MY EX-PARTNER, SO I COULD RAISE OUR TWO CHILDREN.

1360 SO I DID NOT HAVE TO DEAL WITH MY EX ANYMORE TO GET MY PAYMENTS.

1179 SO THAT I DON'T HAVE TO CHASE PEOPLE FOR MY MONEY.

1274 SO THERE WAS LESS CONFLICT BETWEEN ME AND MY EX-SPOUSE.

1081 SOCIAL ASSISTANCE DID IT FOR ME.

1384 SOCIAL ASSISTANCE MADE ME DO IT.

1126 SOCIAL ASSISTANCE MADE ME DO IT.

1289 THEY HAVE WAYS OF TRACKING PEOPLE AND THEY ARE CONSISTENT IN RECEIVING PAYMENTS. IF IT WERE UP TO ME I COULD NOT DO THAT.

1048 TO AVOID CONTACT WITH MY SON'S FATHER.

1001 TO AVOID HASSLES AND TO NOT HAVE TO DEAL WITH MY EX-SPOUSE ON A REGULAR BASIS.

1283 TO GET SOME CONSISTENCY IN RECEIVING PAYMENTS.

1190 TO GET SON'S FAIR SHARE OF HIS PAYMENTS.

1099 TO HAVE A THIRD PARTY RECORD PAYMENTS. THEY ARE MORE THAN CAPABLE TO TRACK THAT ON MY BEHALF. I WAS PLEASED THAT IT TOOK A HUGE BURDEN OFF MY BACK.

1168 TO HAVE HIM START PAYING MAINTENANCE.

1008 TO KEEP MY EX-SPOUSE ORGANIZED WITH HER PAYMENTS.

1165 TO MAKE SURE HE WAS PAYING, AS HE WAS FALLING BEHIND AND THE PAYMENTS BECAME RANDOM.

1309 TO PROTECT MY CHILDREN.

1248 TO RECEIVE MY MONTHLY PAYMENTS.

1316 TO SECURE SOME ASSISTANCE FOR CHILDREN.

1258 TO STOP THE FIGHTING OVER MISSED PAYMENTS.

1100 TO TAKE THE HASSLE OUT OF THE TRYING TO GET THE MONEY MYSELF

1070 WANTED TO ENSURE I WOULD GET MY MONEY FOR MY DAUGHTER.

1260 WE MOVED TO THE YUKON AND HE MOVED AWAY, SO I REGISTERED AS I DID NOT KNOW WHERE HE WENT.

1267 [BECAUSE OF] WELFARE. IF I DIDN'T SIGN UP, THEY [SOCIAL ASSISTANCE] WERE NOT GOING TO HELP ME.

Q3.4.1 Could you please describe any problems you have had [with the processing of your payments by the Yukon MEP]?

Claimants with Current Payment Outstanding

1202 HAD TO FIND SOCIAL INSURANCE NUMBER OF SPOUSE AND OTHER PERTINENT DATA BEFORE I RECEIVED PAYMENTS.

1225 I JUST RECEIVED A LETTER BUT NO PAYMENTS.

1280 I TOLD THEM THAT MY HUSBAND WAS WORKING. THE LADY I TALKED WITH STARTED CHECKING INTO IT, BUT SOON WENT ON HOLIDAYS.I CHECKED INTO IT SOMETIME LATER AND NOTHING WAS HAPPENING.SO,ANOTHER LADY STARTED THE PROCESS AGAIN AND NOW,FOR WHATEVER REASON,SHE CANCELLED BOTH PROCEDURES.ONCE THE FIRST LADY CAME BACK SHE FIXED IT. MY HUSBAND HAD STARTED WORK IN JUNE AND I DIDN'T SEE A PAYMENT UNTIL SEPTEMBER.

1236 I'VE CALLED AND IT TAKES FOUR DAYS FOR THEM TO CALL BACK. THEY CALLED TO SAY THERE'S A CHEQUE. THEN IT TAKES FOUR TO SIX WEEKS FOR ME TO RECEIVE THE CHEQUE.

1321 SELKIRK FIRST NATION WOULD NOT IMPLEMENT COURT ORDER. CONFLICT BETWEEN PAYOR AND FIRST NATION AS HIS SISTER WORKED FOR SELKIRK FIRST NATION FINANCE DEPARTMENT.

1095 THAT PAYMENTS WERE WITHHELD FOR 30 DAYS BECAUSE HE COULD CONTEST PAYMENT AMOUNT.

1391 THE CHEQUES OFTEN GET LOST IN THE MAIL. I HAVE TO GO TO THE OFFICE AND GET ANOTHER CHEQUE, WHICH TAKES ANOTHER TEN DAYS.

1039 THE MAINTENANCE OFFICE CANNOT LOCATE MY EX-SPOUSE.

1376 THE OFFICE MISINTERPRETTED MY COURT ORDER WHICH RESULTED IN THE WRONG AMOUNT BEING COLLECTED FOR THE PAST FOUR YEARS.

1221 THERE HAVE BEEN PROBLEMS DEALING WITH PAYMENTS BETWEEN PROVINCES.

1290 THERE IS ACTION PROCEDURE WITH NO POLICY BEHIND IT. EXAMPLE, SPLITTING SUPPORT BETWEEN DIFFERENT FAMILIES; EQUALLY DISTRIBUTING ARREARS WITH REGARDS TO ACCESS OF FILES AND THEY PROVIDE INACCURATE INFORMATION TO THEIR CLIENTS.THEY ALSO HAVE A BREACH OF CONFIDENTIALITY (LEGALLY) WHEN DEALING WITH MULTIPLE FAMILIES.

1429 THEY ARE GARNISHING HIS WAGES AND SO FAR I HAVE ONLY RECEIVED ONE PAYMENT.

1393 THEY HAD MY BANKING INFORMATION WRONG.

1013 THEY SENT ME A CHEQUE THEY SHOULD NOT HAVE AND IT CAUSED SOME INCONVENIENCE.

1389 YOU RECEIVE PAYMENTS THEN THEY TAKE IT OFF MY SOCIAL ASSISTANCE AND GIVE IT BACK TO HIM. I DON'T UNDERSTAND WHY THEY DO THIS.

Claimants with NO Current Payment Outstanding

1120 I HAD TO PHONE AND REMIND THEM TO CALL HIM OR ELSE HE WOULD NOT PAY HIS MAINTENANCE.

1239 I HAD TO REGISTER IN ALBERTA. SO IT NOW GOES THROUGH THEM AND TAKES MORE TIME TO PROCESS. THE FILE AND PAYMENT SHOULD ONLY STAY THE TERRITORY IN WHICH IT IS FILED.

1165 I HAVE TO REMIND THEM TO INCREASE AMOUNTS WHEN IT IS DUE.

1289 JUST AFTER I STARTED IT TOOK A WEEK OR TWO TO RECEIVE PAYMENTS AFTER THEY GOT IT, BUT IS MUCH BETTER NOW.

1208 MY CHEQUE DIDN'T ARRIVE SO I HAD TO CALL. I WAS TOLD THAT IT WOULD BE PROCESSED THE NEXT DAY, BUT IT ACTUALLY TOOK NINE DAYS FOR THE DEPOSIT TO BE MADE.

1017 ONE SERIES OF CHEQUES WAS NOT MAILED TO ME BUT THE PROBLEM WAS PROMPTLY FIXED ONCE IT WAS REALIZED THAT CHEQUES WERE MISSING.

1352 THE CHEQUES OFTEN GET LOST IN THE MAIL. I HAVE TO GO TO THE OFFICE AND GET ANOTHER CHEQUE WHICH TAKES ANOTHER TEN DAYS.

1342 THE LENGTH OF TIME. THE WAITING PERIOD IS WAY TOO LONG.

1365 THERE WAS A LARGE TIME LAG BETWEEN MEP. DEPOSITING PAYMENTS IN THE BANK AND GETTING PAYMENT FROM EX-SPOUSE.

1303 THEY GOT LESS MONEY THAN WAS REQUIRED AND THEY ASKED FOR THIS LESSER AMOUNT. IT WAS LATER CORRECTED AND ONLY HAPPENED FOR A SHORT TIME.

1438 THEY HAVE TO WAIT TEN DAYS FOR HIS CHEQUE TO CLEAR BEFORE THEY SEND IT TO ME AND IT TAKES TOO LONG TO GET IT TO ME.

1351 THEY MISSED SENDING ME A FEW PAYMENTS AND BECAUSE OF THE DISTANCE AND THE CHANGE OF DATE TO THE 25TH (INSTEAD OF THE 1ST) THEY CAME LATER THAN THEY WERE SUPPOSED TO. I PHONED AND IT WAS CORRECTED, BUT I HAVE TO PHONE OFTEN.

1387 WHEN I FIRST REGISTERED I WOULD RECEIVE THE PAYMENTS IN WHICH I WAS TO INFORM THEM OF THE PAYMENTS AND SOMETIMES I WOULD FORGET. ONE TIME HE PAID ME AND I FORGOT TO TELL THEM AND THEY PROCEEDED TO GARNISH HIS WAGES. I CALLED AND SUGGESTED THAT MAYBE THEY CALL FIRST OR EVEN BETTER,THEY RECEIVE THE PAYMENT AND PASS THEM ON.THEY DO THAT NOW AND IT'S MUCH EASIER

Q4.3. When first enrolled with the Yukon MEP what were your expectations?

Claimants with Current Payment Outstanding

1439 ANY PAYMENTS THAT WOULD BE COMING TO ME WOULD COME THROUGH THEM [THE MEP OFFICE].

1223 DID NOT EXPECT TO HAVE TO TRACK DOWN PAYOR AND KEEP TRACK OF HIS WHEREABOUTS.

1302 DID NOT HAVE ANY EXPECTATIONS AND WAS NOT SURE ANYTHING WOULD HAPPEN.

1370 EXPECTATIONS WERE THAT IF HE HAD MONEY, THAT I WOULD HAVE A BETTER CHANCE OF RECEIVING PAYMENT.

1094 FOR ME NOT TO HAVE TO EVER HAVE A CONVERSATION ABOUT FINANCES WITH MY EX-PARTNER AGAIN.

1280 FOR THEM TO COLLECT MAINTENANCE FOR ME AND MY KIDS.

1380 FOR THEM TO HELP IN COLLECTING THE MONEY.

1158 FOR THEM TO HELP ME RECEIVE PAYMENT FOR MY SON.

1429 FOR THEM TO TAKE ON THE BURDEN OF HUSBAND RANTING AT ME WHEN I ASK HIM FOR MONEY AND FOR THEM TO GET THE MONEY TO ME.

1167 I DID NOT HAVE ANY BECAUSE HE WAS NOT WORKING AT THE TIME.

1022 I DID NOT HAVE ANY EXPECTATIONS.

1043 I DID NOT HAVE ANY EXPECTATIONS.

1405 I DID NOT HAVE ANY EXPECTATIONS.

1225 I DIDN'T EXPECT MUCH.

1234 I DIDN'T HAVE ANY EXPECTATIONS.

1264 I DIDN'T HAVE ANY.

1097 I DIDN'T HAVE ANY.

1106 I DIDN'T HAVE ANY.

1214 I DIDN'T HAVE ANY.

1027 I EXPECTED GREATER FINANCIAL STABILITY.

1421 I EXPECTED PAYMENTS TO ARRIVE ON A MORE REGULAR AND PREDICTABLE BASIS.

1376 I EXPECTED REGULAR PAYMENTS AND THAT THE COURT ORDER BE FOLLOWED CORRECTLY.

1011 I EXPECTED THAT I WOULD GET THE MONEY MONTHLY.

1143 I EXPECTED THAT I WOULD RECEIVE MY PAYMENTS IN A TIMELY MANNER AND THAT THEY WOULD GARNISHEE HIS WAGES IF HE DIDN'T PAY.

1212 I EXPECTED THAT I WOULDN'T HAVE TO BE THE ENFORCER AND THAT THE PROGRAM WOULD HELP HIM KEEP HIS PRIORITIES STRAIGHT.

1386 I EXPECTED THAT MEP WOULD KEEP THE PAPERWORK UP-TO-DATE.

1394 I EXPECTED THAT THERE COULD BE MORE FEDERAL INTERCEPTS. FOR EXAMPLE, FINDING OUT ABOUT INTERNATIONAL DRIVING LICENSE. I THOUGHT THEY HAD MORE ENFORCEMENT POWER.

1406 I EXPECTED THE PAYMENTS TO BE MORE REGULAR AND TO KNOW THAT I WOULD ALWAYS GET THEM AROUND THE FIRST.

1305 I EXPECTED THEM TO GO THROUGH HIS SOCIAL INSURANCE NUMBER AND FIND HIM AND FIND OUT IF HE HAD A JOB.

1310 I EXPECTED TO GET FUNDS AS ORDERED BY COURT AND FOR ME NOT TO HAVE TO CONFRONT EX-SPOUSE.

1245 I EXPECTED TO GET REGULAR PAYMENTS.

1324 I EXPECTED TO RECEIVE FUNDS FROM PAYOR'S INHERITENCE.

1415 I EXPECTED TO RECEIVE PAYMENTS.

1368 I EXPECTED TO RECEIVE PAYMENTS.

1233 I HAD LITTLE EXPECTATIONS.

1193 I HAD NO EXPECTATIONS.

1079 I HAD NONE.

1265 I HAD NONE.

1103 I HAD NONE.

1430 I HONESTLY THOUGHT I WOULD GET THE MONEY ON TIME, ALL OF THE TIME.

1326 I HOPE I GET MONEY.

1177 I THOUGHT AT THE VERY LEAST I WOULD GET HIS INCOME TAX REFUND EVERY YEAR.

1444 I THOUGHT I WAS GOING TO BE GETTING SUPPORT TO RAISE MY CHILDREN.

1426 I THOUGHT I WOULD RECEIVE PAYMENTS OF ANY SORT AND THAT THEY WOULD GARNISHEE TO COLLECT.

1044 I THOUGHT THAT IT WOULD ENSURE I RECEIVED MY MONTHLY PAYMENTS AND ENSURE THAT MY EX IS PAYING THEM.

1039 I THOUGHT THE PROGRAM MIGHT HAVE MORE SUCCESS RECEIVING PAYMENTS FROM MY EX-SPOUSE THAN I DID.

1085 I THOUGHT THEY WOULD GET MONEY RIGHT AWAY.

1226 I THOUGHT THEY WOULD HELP COLLECT THE MONEY.

1157 I WAS EXPECTING FOR HIM TO HELP ME ON A MONTHLY BASIS.

1182 I WAS EXPECTING GOOD COMMUNICATION BETWEEN THE YUKON PROGRAM AND ALBERTA PROGRAM AND THAT I WOULD GET PAID.

1113 I WAS HOPING TO GET SOME MONEY FROM MY EX.

1411 I WOULD BE GETTING SUPPORT.

1243 I WOULD NOT HAVE TO COLLECT PAYMENTS MYSELF AND THAT PAYMENTS WOULD BE PROMPT. I EXPECTED THAT MEP WOULD USE VARIOUS ENFORCEMENT ACTIONS TO COLLECT PAYMENTS.

1122 IT WAS HIS RIGHT TO PAY FOR HIS KIDS AND SHOULD PAY REGULARLY AND [THE PROGRAM] WOULD MAKE HIM PAY IF HE COULD.

1320 IT WOULD TAKE PRESSURE OFF AND MAKE COLLECTING PAYMENTS EASIER.

1363 JUST TO RECEIVE MY MAINTENANCE.

1061 KNOWING THAT I WOULDN'T HAVE TO COLLECT. I ALSO WANTED A ONCE A MONTH PAYMENT.

1443 MINIMAL EXPECTATIONS.

1026 MY EXPECTATION WAS THAT THE PROGRAM WOULD HELP ME RECEIVE MY PAYMENTS.

1025 MY EXPECTATION WERE JUST TO HAVE SOMEONE THERE TO BACK ME UP AND HELP ME COLLECT MONTHLY PAYMENTS.

1049 MY EXPECTATIONS WERE FOR MEP TO FIND MY EX-PARTNER AND GET MY MONEY.

1013 MY EXPECTATIONS WERE THAT I WOULD RECEIVE MONEY FROM MY EX-SPOUSE IF HE WAS WORKING LEGITIMATELY.

1018 MY EXPECTATIONS WERE THAT I WOULD START RECEIVING MONTHLY CHILD SUPPORT.

1181 MY EXPECTATIONS WERE THAT MEP COULD DO MORE THAN I COULD ANDBE MORE PRODUCTIVE AT COLLECTING PAYMENTS THAN MYSELF, AS THEY HAVE MORE ENFORCEMENT OPTIONS AVAILABLE TO THEM.

1253 MY EXPECTATIONS WERE THAT MEP WOULD PROVIDE ENFORCEMENT TO MAINTAIN MY PAYMENTS.

1399 MY EXPECTATIONS WERE THAT THE MEP WOULD ENSURE PAYMENT OF CH ILD SUPPORT.

1242 MY EXPECTATIONS WERE THAT THERE MAY BE A CHANCE THAT I WOULD RECEIVE MY PAYMENTS.

1135 NONE

1139 NOT A HELL OF A LOT.

1121 NOT MUCH AS THEY (EX-PARTNER) WAS NOT WORKING BUT I DID NOT REALIZE HOW MUCH POWER THEY [THE MAINTENANCE ENFORCEMENT OFFICERS] HAD.

1371 SOME ASSISTANCE TO GET WHAT MY CHILDREN DESERVED.

1349 THAT HE WOULD BE FORCED TO PAY AND BE HELD UP TO HIS END OF THE CUSTODY AGREEMENT.

1414 THAT I COULD POSSIBLY GET SUPPORT PAYMENTS.

1321 THAT I WAS GOING TO RECEIVE FUNDS TAX-FREE. THAT I WAS GOING TO GET MONEY ON A REGULAR BASIS. THAT I DON'T HAVE TO REPORT TO PROGRAM ABOUT HIS EMPLOYMENT.

1236 THAT I WOULD GET MONEY ON A REGULAR BASIS.

1109 THAT I WOULD GET MY MONEY.

1163 THAT I WOULD GET SOME MONEY FROM THIS GUY.

1057 THAT I WOULD GET SOME PAYMENTS FROM HIM.

1114 THAT I WOULD NOT HAVE TO DEAL WITH MY EX IN ORDER TO RECEIVE MAINTENANCE PAYMENTS.

1290 THAT I WOULD NOT HAVE TO DEAL WITH PAYOR DIRECTLY.

1288 THAT I WOULD RECEIVE MY MAINTENANCE SUPPORT PAYMENTS.

1197 THAT I WOULD START RECEIVING PAYMENTS.

1266 THAT I WOULDN'T HAVE TO DEAL WITH IT ANYMORE.

1269 THAT I WOULDN'T HAVE TO TRACK HIM DOWN AND BE ABLE TO GET REGULAR PAYMENTS.

1035 THAT IF MEP WERE ABLE TO COLLECT ANY AMOUNT UP TO THE AMOUNT OWED FROM MY EX-SPOUSE THAT I WOULD GET THAT AMOUNT WITHIN 30 DAYS. I EXPECTED THAT MEP WOULD REGISTER MY EX-SPOUSE'S INFORMATION WITH OTHER JURISDICTIONS AND THAT OTHER JURISDICTIONS WOULD TRY TO LOCATE AND COLLECT FROM HIM.

1249 THAT MEP WOULD HELP AND HAVE BETTER LUCK COLLECTIN ON PAYMENTS THAN I DID.

1202 THAT MY MAINTENANCE WOULD BE ENFORCED.

1125 THAT PAYMENTS WOULD BE MADE MONTHLY, WITHOUT FAIL.

1396 THAT SOMEONE WOULD HELP ME GET SOME MAINTENANCE.

1435 THAT THE MEP OFFICE WOULD HUNT HIM DOWN AND ATTEMPT TO GET SOME SUPPORT PAYMENTS FROM HIM AND PASS THEM ON TO ME.

1002 THAT THE PAYMENTS WOULD BE REGULAR.

1205 THAT THERE WOULD BE A GARNISHMENT OF WAGES AND THAT PAYMENTS WOULD BE FORTHCOMING EVERY TWO WEEKS.

1088 THAT THERE WOULD BE A REGULAR MONTHLY PAYMENT.

1358 THAT THEY WOULD ASSIST ME IN CONSISTENTLY RECEIVING PAYMENTS THAT THE COURT HAD ORDERED FROM MY EX-PARTNER TO PAY ME.

1123 THAT THEY WOULD DEAL WITH COLLECTING MAINTENANCE AND PASS IT ON TO ME. THE JUDGE PUT THROUGH AN ORDER AND THEY WOULD ENFORCE IT.

1340 THAT THEY WOULD DO THE JOB FOR ME IN COLLECTING THE MONEY AND THAT THEY HAD MORE POWER THAN ME.

1257 THAT THEY WOULD DO THEIR BEST, SO THAT I WOULD GET THE MONEY

1191 THAT THEY WOULD HELP RECEIVE MY PAYMENTS AND DISTRIBUTE THEM TO ME.

1250 THAT THEY WOULD LOCATE WHERE HE WAS AND GET HIM TO START PAYING.

1095 THAT WOULD BE EASIER TO ACCESS HIS EMPLOYMENT INFORMATION. THAT PROGRAM OFFICERS WOULD INVESTIGATE PAYOR AND I WOULDN'T HAVE TO PLAY DETECTIVE.

1419 THEY WEREN'T VERY HIGH. I FIGURED IT WOULD ALL HAPPEN IN TIME AND EVENTUALLY I WOULD GET PAID. I DIDN'T EXPECT VERY MUCH

1256 THEY WOULD BE ABLE TO TRACK HIM DOWN AND DEAL WITH THE MONEY ISSUE.

1066 THEY WOULD DO THE BEST THEY COULD SO THAT I WOULD RECEIVE MY PAYMENTS.

1416 THEY WOULD GET MONEY FOR ME AND I WOULDN'T HAVE TO DEAL WITH HIM.

1255 THEY WOULD HELP OUT IN FINDING HIM AND ENFORCING THEIR RULES

1185 THEY WOULD WORK IN PARTNERSHIP WITH THE ONTARIO PROGRAM TO OBTAIN MONEY FROM PAYOR.

1263 TO BE ENSURED THAT IF HE'S WORKING, I'LL GET SOME FINANCIAL SUPPORT THEN.

1332 TO BE HELPED AND THE COURT ORDER WOULD BE ENFORCED. THAT I WOULD GET UPDATES ABOUT PAYOR'S EMPLOYMENT STATUS.

1329 TO GET ANY ASSISTANCE FOR MY KIDS.

1101 TO GET FINANCIAL SUPPORT.

1323 TO GET MONEY MONTHLY FOR MY SON.

1195 TO GET PAYMENTS TO ME MONTHLY AND TO UPDATE ME TO ANY CHANGES IN THE PROGRAM AND GET UPDATED ABOUT ANY PROBLEMS WITH EX-SPOUSE.

1432 TO GET THE MONEY THAT HE WAS REQUIRED TO PAY TO ME.

1277 TO HAVE MORE STABLE PAYMENTS AND LESS CONTACT WITH THE FATHER.

1055 TO HAVE PAYMENTS MADE REGULARLY.

1441 TO HAVE REGULAR PAYMENTS.

1331 TO HELP US RECEIVE CHILD SUPPORT FROM EX-SPOUSE.

1395 TO MOVE THEM TO COLLECT THE MONEY FOR ME.

1221 TO RECEIVE A PAYMENT ON TIME EACH MONTH. THIS HAS NEVER HAPPENED.

1286 TO RECEIVE CHILD SUPPORT.

1064 TO RECEIVE MAINTENANCE FOR MY DAUGHTERS.

1176 TO RECEIVE MONEY WITHOUT HAVING TO CHASE HER MYSELF.

1145 TO RECEIVE MY MONEY FROM MY EX-HUSBAND.

1138 TO RECEIVE PAYMENT FROM HIM.

1207 TO RECEIVE PAYMENTS IN A MONTHLY AND TIMELY FASHION.

1028 TO RECEIVE PAYMENTS.

1336 TO RECEIVE SOME SUPPORT FROM HIM. IT DID NOT MATTER THE AMOUNT, JUST SOMETHING.

1291 TO SEE SOME KIND OF PAYMENT EVENTUALLY.

1431 TO TRY AND KEEP IN CONTACT WITH HIM AND HELP ME GET SOME MONEY FOR SUPPORT.

1295 VERY LITTLE AT THE BEGINNING BECAUSE MY EX WAS NOT WORKING AND I DIDN'T EXPECT MUCH MONEY FROM HIM.

1016 VERY LITTLE. ANYTHING IS BETTER THAN NOTHING.

1210 WAS EXPECTING TO NOT HAVE TO DEAL WITH COLLECTING PAYMENTS AND WAS EXPECTING PENALTIES ON NON-PAYMENT.

Claimants with No Current Payment Outstanding

1367 BECAUSE THE SITUATION WAS DESERTION THEY HELPED FIND HIM. THEY COULD ASSIST ME.

1359 DID NOT HAVE ANY AS HE ENROLLED IN THE PROGRAM. I KNEW THAT THE COURT ORDER WOULD BE ENFORCED.

1260 DID NOT HAVE ANY EXPECTATIONS AT THE BEGINNING AS I WAS JUST CONCENTRATING ON GETTING ON MY FEET.

1244 I DID NOT HAVE ANY EXPECTATIONS WHEN I FIRST ENROLLED.

1010 I DID NOT HAVE ANY EXPECTATIONS.

1007 I DID NOT HAVE ANY EXPECTATIONS.

1017 I DID NOT HAVE ANY EXPECTATIONS.

1008 I DID NOT HAVE ANY EXPECTATIONS.

1024 I DIDN'T HAVE ANY EXPECTATIONS AS IT WAS JUST A FORMALITY.

1309 I DIDN'T HAVE ANY.

1213 I DIDN'T HAVE TO COLLECT FROM HIM. THEY WOULD DO THAT.

1381 I EXPECT TO GET MONEY FOR MAINTENANCE TO SUPPORT MY CHILD.

1220 I EXPECTED THAT EVERY TWO WEEKS I WOULD RECEIVE CHILD SUPPORT PAYMENTS.

1190 I EXPECTED THAT PAYMENTS WOULD BE EASIER TO RECEIVE.

1254 I EXPECTED THEM TO COLLECT ON MY BEHALF.

1104 I EXPECTED TO GET MY CHILD SUPPORT.

1427 I EXPECTED TO GET MY PAYMENTS AND THAT THEY WOULD BE THE MIDDLEMAN.

1120 I EXPECTED TO GET PAID AND I WOULD NOT HAVE TO COMMUNICATE WITH MY EX-HUSBAND TO RECEIVE MY PAYMENTS. I DID NOT HAVE TO KEEP TRACK OF ARREARS AS WELL.

1208 I EXPECTED TO HAVE MY PAYMENTS COME TO ME WITHOUT ME HAVING TO TALK TO HIM.

1267 I HAD NONE. I ONLY HAD TO PLEASE WELFARE, SO THEY WOULD HELP ME.

1274 I HOPED THERE WOULD BE LESS CONFLICT BETWEEN ME AND MY EX-SPOUSE.

1410 I HOPED TO EVENTUALLY RECEIVE PAYMENTS.

1099 I THOUGHT THAT IF MY EX-SPOUSE MISSED A PAYMENT THEY WOULD INVESTIGATE WHY IT WAS MISSED ON MY BEHALF, THEY WOULD BE AN ADVOCATE TO ELIMINATE CONTROVERSY.

1303 I WAS EXPECTING THEY WOULD CONTACT MY EX-HUSBAND WHEN MONEY WAS DUE AND TRANSFER THAT MONEY TO ME.

1436 I WON'T HAVE TO WORRY ABOUT COLLECTING MAINTENANCE FROM MY EX-PARTNER AND THE PROGRAM WILL DO THAT.

1229 I WOULD GET REGULAR PAYMENTS. IF HE DID MISS ANY PAYMENTS, THEY WOULD SECURE IT FOR ME.

1215 I WOULD NOT HAVE TO WORRY ABOUT RECEIVING PAYMENTS. THERE WOULD BE LESS HASSLE ON MY PART.

1201 I WOULDN'T HAVE TO WORRY ABOUT COLLECTING PAYMENTS.

1417 IF THERE IS A PROBLEM THEY WOULD HELP ME.

1065 IT WAS BETTER THEY [MEP] TRY THAN ME. I HAVE A RESTRAINING ORDER AGAINST EX.

1045 MY EXPECTATIONS WERE THAT I WOULD NO LONGER HAVE TO BE DIRECTLY INVOLVED WITH MY EX-SPOUSE IN REGARDS TO OUR CHILD CARE AGREEMENT.

1048 MY EXPECTATIONS WERE THAT I WOULD NOT HAVE TO DEAL WITH MY EX-HUSBAND.

1024 MY EXPECTATIONS WERE THAT I WOULD RECEIVE PAYMENTS ON A REGULAR BASIS WITHOUT HAVING TO DEAL WITH MY EX-SPOUSE.

1036 MY EXPECTATIONS WERE THAT I WOULD RECEIVE PAYMENTS.

1227 MY EXPECTATIONS WERE THAT MEP WOULD ISSUE MY CHEQUES AND MAKE IT EASIER FOR ME.

1239 MY EXPECTATIONS WERE THAT THE COURT ORDER WOULD BE FOLLOWED AND I WOULD RECEIVE ALL OF MY PAYMENTS ON THE FIRST OF EACH MONTH.

1272 MY EXPECTATIONS WERE TO GET MY MONEY WHEN IT WAS OWED TO ME.

1179 NO EXPECTATIONS.

1246 NONE

1365 NONE

1385 NONE

1081 NOTHING.

1169 PROGRAM WOULD ENSURE MONTHLY PAYMENTS.

1318 PROVIDE CONSISTENCY FOR CHILD SUPPORT AND TO REDUCE ANY HOSTILITIES.

1165 SAME AS TODAY, AS I KEEP THEM IN TOUCH WITH ALL INFORMATION AND THEY ARE TAKING MONEY FROM HIM AND PASSING IT ALONG TO ME.

1180 SO THAT I WOULDN'T HAVE TO CONTEND WITH BAD CHEQUES. I WOULD NOT HAVE TO DEAL WITH FINANCIAL TRANSACTIONS.

1315 THAT HE WOULD HAVE MORE INCENTIVE TO PAY.

1171 THAT I WOULD GET SOME HELP.

1001 THAT I WOULD NOT HAVE TO DEAL WITH MY EX-HUSBAND ANYMORE.

1248 THAT I WOULD RECEIVE MONTHLY PAYMENTS AND THAT MEP WOULD ACT AS A MIDDLE PERSON IN DEALING WITH THE PAYMENTS.

1360 THAT I WOULD RECEIVE MY MONTHLY PAYMENTS ON TIME.

1316 THAT I WOULD RECEIVE THE FUNDING THAT I WAS ORDERED TO RECEIVE.

1168 THAT I WOULD START RECEIVING MONTHLY PAYMENTS FROM HIM.

1351 THAT THE MAINTEANCE WOULD ARRIVE REGULARLY.

1352 THAT THE PAYMENT WOULD GET EASIER TO RECEIVE. SO I WASN'T ASKING MY SPOUSE.

1072 THAT THEY WOULD BE ABLE TO COLLECT FROM MY EX-SPOUSE.

1270 THAT THEY WOULD BE ABLE TO GET THE MONEY BETTER THAN I COULD DO.

1283 THAT THEY WOULD BE THE ONES RESPONSIBLE FOR COLLECTING THE MONEY.

1070 THAT THEY WOULD CARRY OUT WHAT THE JUDGE GRANTED FOR SUPPORT OF OUR DAUGHTER.

1149 THAT THEY WOULD COLLECT MY MAINTENANCE MONEY.

1296 THAT THEY WOULD GET THE MONEY FROM MY EX EVERY MONTH AND PASS IT ON TO ME AND THEY WOULD DEAL WITH IT, NOT ME.

1100 THAT THEY WOULD HAVE ACCESS IN GETTING THE MONEY. TO HELP ME TO NOT HAVE TO COLLECT MYSELF.

1258 THAT WHEN AND IF HE LEFT THE TERRITORY THERE WOULD BE SOMEBODY TO TURN TO, TO ASSIST ME IN COLLECTING THE MAINTENANCE.

1337 THERE WAS SOMEONE THERE TO HELP YOU RECEIVE SOME MONEY FOR HELPING TO RAISE YOUR KIDS.

1173 THEY WOULD GET WHAT WAS OWING TO ME, IF THEY COULD.

1342 THEY WOULD HAVE MORE TOOLS TO ENFORCE PAYMENTS. MORE SECURITY AND PROTECTION.

1117 THOUGHT IT WAS MORE LIKELY THAT HE WOULD PAY BECAUSE THEY WOULD MAKE HIM PAY.

1438 TO GET MAINTENANCE FROM MY EX-PARTNER.

1235 TO GET PAYMENTS ON TIME, CONSISTENTLY.

1126 TO GET SOME KIND OF PAYMENT.

1130 TO HELP GET THE MAINTENANCE, SO I DID NOT HAVE TO DEAL WITH HIM.

1403 TO NOT HAVE TO DEAL WITH EX AND TO GET THE PAYMENT.

1058 TO RECEIVE PAYMENTS IN A TIMELY FASHION.

Q5.3.1. What other enforcement options would you like to see?

Claimants with Current Payment Outstanding

1332 ASSETS SHOULD BE SEIZED FOR NON-PAYMENT. NON-PAYMENT SHOULD RESULT IN A JAIL TERM.

1193 CHANGES TO THE PROGRAM SHOULD APPLY TO ALL CLAIMANTS.

1253 CONTRACT OUT THE HELLS ANGELS TO COLLECT ON PAYMENTS.

1210 FOLLOWING THROUGH WITH PENALTIES.

1064 HIRE A PRIVATE INVESTIGATOR.

1225 I DON'T KNOW WHY THEY CAN'T TAKE IT FROM HIS INCOME TAX.

1286 I WOULD LIKE TO SEE MORE EFFORT IN COLLECTING ON PAYMENTS.

1421 I WOULD LIKE TO SEE QUICKER ENFORCEMENT ACTION TAKEN FOR REPEATED LATENESS. MY EX-PARTNER REPEATEDLY USES UP HIS FULL GRACE PERIOD BEFORE MAKING PAYMENTS.

1249 I WOULD LIKE TO SEE THAT MY EX IS KEPT UP-TO-DATE ON PAYMENTS BY USING ENFORCEMENT AND NOT ALLOWING HIM TO BE CONSISTENTLY 1 MONTHS BEHIND IN PAYMENTS.

1441 I WOULD LIKE TO SEE THE CLIENT WHO IS NOT PAYING TAKEN BACK INTO COURT TO DETERMINE WHY HE IS NOT PAYING.

1043 I WOULD LIKE TO THE MEP TO BE ABLE TO ENFORCE COLLECTION FROM PAYORS WHO ARE OUT OF THE COUNTRY.

1371 MEP SHOULD HAVE SAME POWER AS REVENUE CANADA.

1002 MORE OF A PENALTY FOR WHEN ARREARS OWING. MAYBE A CRIMINAL RECORD OR JAIL TIME.

1394 MORE RECIPROCAL ENFORCEMENT BETWEEN JURISDICTIONS. MORE FEDERAL SUPPORT AND INVESTIGATION TOOLS AND POWER.

1214 NON-PAYMENT SHOULD RESULT IN A JAIL SENTENCE. DAILY PAYMENT IN JAIL SHOULD GO TOWARD PAYMENT.

1207 POSSIBLY A JAIL SENTENCE MIGHT START PAYMENTS.

1223 PROGRAM SHOULD BE ABLE TO ACCESS PERSONAL DATA ABOUT PAYOR AND ACT ON IT.

1154 SHOULD BE ABLE ACCESS PROPERTY OWNED OR ACQUIRED IN NEW RELATIONSHIPS. PENALTIES SHOULD BE APPLIED OR APPLIED SOONER.

1291 SHOULD ENFORCE IT MORE AND TAKE HIS LICENSE AWAY SINCE IT HAS BEEN 13 YEARS.

1181 SOME SORT OF ARRANGEMENT FOR COLLECTING FROM PEOPLE WHO ARE OUT OF THE COUNTRY OR AN INTERNATIONAL AGREEMENT.

1202 THAT THE ONUS OF GATHERING DATA ABOUT PAYOR SHOULD BE ON THE PROGRAM STAFF AND NOT ON THE CLAIMANT.

1290 THAT THEY WILL ENFORCE THEIR OPTIONS, PULL DRIVER'S LICENSES AND PUT FEDERAL INTERCEPTIONS IN PLACE AND TAKE G.S.T. AND INCOME TAX RETURNS.

1256 THAT THEY WOULD BE ABLE TO TRACK HIM BY HIS SIN NUMBER.

1044 THE ABILITY TO GARNISHEE HIS PAY CHEQUE.

1011 THE MEP HAS TO DO SOMETHING ELSE, BUT I AM NOT SURE WHAT.

1095 THE MEP SHOULD BE ABLE TO GET MONEY FROM HIS SOCIAL ASSISTANCE AND THEY SHOULD BE ABLE TO ACCESS HIS NEW FAMILY'S ASSETS

1177 THE PAYMENTS WOULD BE MADE TO ME AND PAYOR WOULD OWE MONEY TO GOVERNMENT.

1321 THE PROGRAM SHOULD BE ABLE TO NETWORK WITH SOCIAL ASSISTANCE AND E.I.

1324 THE PROGRAM'S INVESTIGATIVE ARM IS WEAK. THEY SHOULD BE ABLE TO ACCESS INHERITENCE MONEY.

1182 THEY SHOULD ACCESS SOCIAL INSURANCE NUMBER TO WORK WITH EMPLOYER OR E.I. TO COLLECT FUNDS.

1431 THEY SHOULD BE ABLE TO ARREST HIM AND DO JAIL TIME FOR OWING SO MUCH MONEY AND NOT PAYING SUPPORT.

1167 THEY SHOULD BE ABLE TO DO MORE TO FIND PEOPLE WHO ARE OUT OF TOWN. IN THIS DAY OF COMPUTERS, THEY SHOULD BE ABLE TO TRACK PEOPLE DOWN.

1415 THEY SHOULD BE ABLE TO GARNISHEE FROM ALL SOURCES, INCLUDING DAMAGES RECEIVED IN A LAWSUIT.

1358 THEY SHOULD HAVE MORE INPUT AND CONTROL OVER TIMELINESS IN DEALING WITH OTHER PROVINCES AND EDUCATING STAFF HERE AS TO WHAT AVENUES ARE AVAILABLE TO THEM WHEN DEALING WITH OTHER PROVINCES.

1277 THEY SHOULD HAVE POSTERS IN EVERY BAR IN TOWN OF DEADBEAT GUYS WHO HAD A BABY AND ARE HAVING A HARD TIME MAKING THE PAYMENTS.

1157 THEY SHOULD TRY HARDER TO FIND HIM AND GET MORE INFORMATION ON HIM.

1138 TRY HARDER TO FIND HIM AS HE MOVES EVERY YEAR OR SO AND THEY MISS CONTACTING HIM EVERY TIME. ALTHOUGH, THEY COULD IF THEY TRIED HARDER.

1349 WHEN A GUY CAN WORK YEARS AND YEARS UNDER THE TABLE THEY CANNOT GET MONEY FROM HIM AND THERE SHOULD BE SOMETHING THEY CAN DO TO GET MONEY FROM HIM.

1242 WISH THEY COULD DO MORE INTER-PROVINCIALLY AS FAR AS I KNOW THERE IS A WARRANT TO ARREST HIM, BUT NO FUNDS TO BRING HIM BACK UP TO THE YUKON.

Claimants with NO Current Payment Outstanding

1169 1. QUICKER SALE OF ASSETS.
2. HARSHER PENALTIES FOR THE NON-CUSTODIAL PARENT.

1120 GET POST DATED CHEQUES FROM THE PAYOR SO I CAN RECEIVE PAYMENTS ON TIME.

1024 I WOULD LIKE MEP TO BE ABLE TO ACT AND COLLECT ON PAYMENTS OUTSIDE OF THE YUKON.

1001 I WOULD LIKE MEP TO BE ABLE TO ENFORCE PAYMENTS FOR EXTRA HEALTH CARE. FOR EXAMPLE, EYEGLASSES, DENTAL AND POST SECONDARY EDUCATION COSTS.

1239 I WOULD LIKE TO SEE MONITORING OF THE PAYORS AND PERIODIC CONTACT WITH THEM TO ASSESS THEIR ABILITY TO PAY ON TIME.

1246 JUDGES SHOULD THROW THEM INTO JAIL. THERE'S TOO MANY LOOPHOLES AND DUEL BANK ACCOUNTS.THEY CAN'T TOUCH ASSETS BELONGING TO TWO.HE CAN GO OUT AND BUY A BRAND NEW TRUCK,BUT WE CAN'T GO AFTER IT BECAUSE HE OWES MORE THAN HE OWNS. THE HOLES NEED TO BE CLOSED UP.

1303 MORE THAN JUST GARNISHING WAGES.

1342 THEY NEED MORE TOOLS TO BE ABLE TO MAKE SURE MY EX IS PAYING. THEY NEED MORE ACCESSIBILITY INTO INFORMATION AND BETTER COMMUNICATION WITH OTHER TERRITORIES AND PROVINCES.

1117 THEY SHOULD BE ABLE TO GO THROUGH INCOME TAX AND THE FEDERAL ROUTE TO GET PEOPLE TO PAY SUPPORT.

1359 THEY SHOULD REVIEW SITUATIONS MORE CAREFULLY BEFORE JUDGING A SITUATION AND LOOK AT THE REASONS FOR THE SITUATION.

Q5.6.1. other things about your ex-spouse/partner that would make it difficult for MEP Claimants with Current Payment Outstanding

1445 ALBERTA WILL NOT SHARE INFORMATION WITH YUKON MEP

1443 BAD PERSONAL HABITS

1013 BECAUSE HE WORKS UNDER THE TABLE.

1181 CHANGED HIS NAME THREE TIMES. [SEE END OF SURVEY]

1286 CLAIMS TO BE UNEMPLOYED

1154 EVERYTHING HE OWNS IS IN HIS NEW SPOUSE'S NAME.

1193 EX-SPOUSE JUST DISAPPEARS

1234 FIRST NATIONS BAND MEMBER

1444 HAS ANOTHER FAMILY

1305 HE COULD BE GOING BACK TO JAIL

1371 HE DOES HIS BEST TO AVOID PAYMENTS.

1055 HE DOESN'T FILE INCOME TAX YEARLY.

1212 HE DOESN'T KEEP HIS PERSONAL INFORMATION UPDATED

1044 HE DOESN'T MAKE PAYMENTS WHEN HE WORKS OUT OF TOWN

1066 HE DOESN'T SEE IT AS A PRIORITY.

1269 HE GOES IN BEING AGREEABLE AND PAY TWO MONTHS THEN NOTHING.

1389 HE HAS OTHER CHILDREN

1094 HE HAS SUBSTANCE ABUSE ISSUES.

1249 HE IS ABLE TO CONVINCE MEP THAT HE DOES NOT HAVE ANY MONEY

1277 HE IS ON DRUGS.

1394 HE IS OUT OF THE COUNTRY.

1226 HE IS WORKING AND GETTING PAID UNDER THE TABLE.

1370 HE IS WORKING UNDER THE TABLE.

1290 HE JUST DISAPPEARS

1441 HE JUST DOESN'T WORK VERY MUCH.

1028 HE KNOWS HOW TO AVOID PAYING SUPPORT.

1123 HE LIVES IN ALBERTA

1122 HE LIVES IN CALIFORNIA AND THEY CANNOT FIND HIM

1253 HE LIVES OUT OF PROVINCE AND QUITS JOBS WHEN MEP FINDS HIM

1255 HE MOVES A LOT.

1382 HE MOVES A LOT.

1265 HE MOVES ALL THE TIME

1388 HE OWNS HIS OWN COMPANY BUT EVERYTHING [SEE END OF SURVEY]

1002 HE QUIT HIS JOB AND WENT TO SCHOOL.

1291 HE IS NOT FILING TAXES SO THEY CANNOT TAKE HIS MONEY.

1121 HE TELLS THEM HE DOES NOT HAVE ANY MONEY.

1321 HE WAS EMPLOYED, BUT GETTING PAID UNDER THE TABLE.

1225 HE WAS IN JAIL.

1145 HE WAS VERBALLY ABUSIVE TO THE WOMEN IN THE OFFICE

1101 HE WAS WORKING OUTSIDE OF TESLIN AND NO ONE KNEW ABOUT IT

1310 HE WORKS AND GET PAID UNDER THE TABLE.

1439 HE WORKS FOR CASH

1207 HE WORKS UNDER THE TABLE FOR FIRST NATIONS GOVERNMENT

1236 HE WORKS UNDER THE TABLE.

1214 HE WORKS UNDER THE TABLE.

1085 HE WORKS UNDER THE TABLE.

1393 HE WORKS UNDER THE TABLE.

1280 HIS GIRLFRIEND DOESN'T LET HIM

1396 HIS GIRLFRIEND IS A BITCH

1264 HIS WIFE WON'T LET HIM WORK BECAUSE THE MONEY COMES TO US.

1419 INCARCERATED

1011 IS AN ALCOHOLIC

1176 IS DODGING THE SYSTEM AND GETS PAID UNDER THE TABLE.

1414 IS ON WCB BENEFITS

1025 LIVES IN NORTHWEST TERRITORIES AND HE [SEE END OF SURVEY]

1185 MAY MOVE TO BRAZIL.

1043 MOVED OUT OF COUNTRY TO HOLLAND

1016 MY SPOUSE REFUSES TO WORK

1329 PAYOR JUST DOESN'T CARE

1095 PAYOR REFUSES TO CONTACT PROGRAM OFFICERS

1242 REFUSES TO ACKNOWLEDGE OR RESPOND TO COURT ORDERS

1167 THEY CANNOT FIND HIM OR THEY ARE NOT LOOKING.

1138 THEY HAVE NEVER MADE CONTACT WITH HIM.

1332 WAGES PAID UNDER THE TABLE.

1435 WIFE DOES NOT WANT HIM TO PAY AND HE IS A WIMP

1139 WON'T WORK A REAL JOB, SO THEY CANNOT GARNISHEE HIS WAGES

1035 WORKING "UNDER THE TABLE"

1349 WORKS FOR CASH AND DOES NOT DECLARE IT

1426 WORKS FOR CASH, HAS ANOTHER ORDER IN ALBERTA

1245 WORKS UNDER THE TABLE

1049 WORKS UNDER THE TABLE

1082 HE MAY GET A JOB IN ALASKA, OR WORK FOR THE FIRST NATION BAND AND DOESN'T HAVE TO PAY TAXES. HE DOES NOT FILE INCOME TAX. OR HE WILL CHANGE HIS NAME.

1221 I THINK EVERYTHING HE OWNS IS IN HIS NEW PARTNER'S NAME. I'M NOT SURE THOUGH.

1113 WORKS FOR SHORT PERIODS OF TIME AND THEN MOVES ON SO THEY CAN'T CATCH HIM.

1430 LIVING WITH NEW GIRLFRIEND WHO HAS THREE KIDS AND HE DOES NOT SEEM TO CARE ABOUT THE OTHER DAUGHTER

1431 BECAUSE THEY CANNOT FIND HIM AND HE HAS NOTHING IN HIS NAME TO TAKE AWAY FROM HIM

Claimants with NO Current Payment Outstanding

1045 HE QUITS HIS JOB.

1104 HE TRIES TO HIDE INCOME BY WORKING UNDER THE TABLE.

1267 HE WORKS UNDER THE TABLE.

1126 HE WORKS UNDER THE TABLE.

1258 HE'S AN ALCOHOLIC, SO HE MISSES WORK.

1173 HE'S JUST DIFFICULT TO DEAL WITH

1149 HE'S MAKING IT DIFFICULT FOR ANYONE TO COLLECT MONEY FROMHIM

1130 LIVES IN ANOTHER PROVINCE

1303 RELUCTANCE TO PAY.

1438 HE IS A PAIN IN THE ASS AND IS STUBBORN, THAT'S WHY HE'S MY EX.

Q7.1.1. Why is the service worse (since you enrolled in the Yukon MEP)?

Claimants with Current Payment Outstanding

1011 AT THE BEGINNING THEY WERE VERY SUPPORTIVE, AND NOW I DO NOT HEAR ANYTHING FROM THEM, IT IS LIKE THEY HAVE GIVEN UP.

1221 BECAUSE THERE IS NO RESULTS OR ANYTHING HAPPENING. IT HAS BEEN GOING ON FOR YEARS.

1028 I AM STILL NOT RECEIVING ANY PAYMENTS. I RECEIVED MORE PAYMENTS WHEN I WAS REGISTERED THROUGH ALBERTA.

1143 IT IS HARD TO GET HOLD OF MY CASEWORKER DUE TO HER HEAVY CASE LOAD.

1255 IT SEEMES IT'S ALL UP TO ME TO PROVIDE THEM THE INFORMATION WHERE HE IS, WHAT HE'S UP TO. THEY'RE JUST THERE TO RECEIVE THE CHEQUES. AT LEAST THAT'S HOW IT SEEMS. THEY SAY THEY HAVE THE OPTION TO DO A FEDERAL GARNISH AND THEY THREATEN TO DO IT, BUT THEY NEVER DO.

1426 MY FIRST CASE WORKER MADE IT WORSE, BUT HER REPLACEMENT HAS NOT BEEN VERY HELPFUL EITHER. I CALL HER AND LEAVE MESSAGES BUT SHE DOESN'T CALL BACK.

1290 STAFF IS BURNT OUT.

1064 THEY GET PAID GOOD MONEY FOR SOMETHING THEY DON'T DO.

1269 THEY'RE NOT KEEPING IN CONTACT WITH ME.

Claimants with NO Current Payment Outstanding

1239 BECAUSE THEY ARE NOT SERVING ME, THEY ARE MAKING ME DEAL THROUGH ALBERTA MAINTENANCE AND IT SHOULDN'T MATTER WHERE - MY BANK ACCOUNT IN DAWSON CITY.

Q7.2.1. Why were you not satisfied with the overall service you received from Yukon MEP?

Claimants with Current Payment Outstanding

1011 AT THE BEGINNING THEY WERE VERY SUPPORTIVE AND NOW I DO NOT HEAR ANYTHING FROM THEM. IT IS LIKE THEY HAVE GIVEN UP.

1286 BECAUE NOT ENOUGH EFFORT IN MY CASE TO COLLECT OR KEEP IN CONTACT WITH ME.

1236 BECAUSE I DON'T HEAR ANYTHING. I DON'T KNOW WHAT'S GOING ON. I FEEL THEY DON'T DO ANYTHING.

1028 I AM NOT RECEIVING PAYMENTS. EVEN LESS THAN BEFORE.

1138 IT HAS DONE NOTHING FOR ME AND STAFF WERE COLD TOWARD ME. NOT FRIENDLY OR EMPATHETIC OF MY SITUATION.

1332 NOT DOING WHAT THEY SHOULD DO, WHICH IS ENFORCED, AND KEEP ME INFORMED.

1167 NOT THE LADIES, IT'S THE SYSTEM. AND THEY NEED TO BE ABLE TO DO MORE TO FIND PEOPLE.

1177 SHOULD HAVE A PROVINCIAL STANDARD OF ENFORCEMENT PROGRAM FOR INTERPROVINCIAL USE.

1376 THE COURT ORDER WAS NOT ENFORCED PROPERLY.I HAVE MADE MANY CALLS TO THE OFFICE AND NOT RECEIVED A CALL BACK. THEY ARE OFTEN SLOW IN FORWARDING PAYMENTS THEY HAVE COLLECTED. MEP WON'T COLLECT EXTRAORDINARY EXPENSES.

1321 THE REFERRAL TO GO OUT AND CHECK LICENSE PLATE WAS UNCALLED FOR.

1243 THERE ARE COURT ORDERS THAT HAVE BEEN OVERLOOKED.PAYOR WOULD ONLY MAKE SMALL PAYMENTS TO STOP GARNISHMENT THEN CONTINUE MISSING PAYMENTS.MEP SHOULD FOLLOW [SEE THROUGH WITH THEIR WARNINGS MORE RAPIDLY.

1221 THERE HAVE BEEN NO RESULTS AND I AM NOT BEING KEPT INFORMED ON WHAT ACTION OR EFFORT IS BEING TAKEN TO COLLECT THESE PAYMENTS.

1443 THEY DO NOT INFORM ME ON REGULAR BASIS AS TO WHAT THE STATUS OF MY FILE IS.

1064 THEY DON'T DO THEIR JOB. THEY HAVE HIS SIN AND A LIST OF HIS ASSETS. THEY ONLY LOOK AT THE INFORMATION EVERY SIX MONTHS. THEY DON'T EVEN WASTE THEIR BREATH LOOKING FOR HIM. I HAVE TO PAY FOR EVERYTHING FOR MY CHILDREN - FROM COLD MEDICINES TO AFTER SCHOOL ACTIVITIES.

1444 THEY SHOULD COME TO THE COMMUNITIES AND MAKE IT EASIER FOR THE CLIENTS.

1121 THEY WERE ACCUSING ME OF RECEIVING MONEY FROM HIM WHEN I DIDN'T.

Claimants with NO Current Payment Outstanding

1239 BECAUSE I CAN NOT ACCESS IT. WHENEVER I TRY, THEY TELL ME TO DEAL WITH ALBERTA MAINTENANCE.

1267 SINGLE MOTHERS JUST WANT TO BREAK FREE. IF A MOTHER DOESN'T WANT TO DO IT, SHE SHOULDN'T HAVE TO. [REFERS TO BEING IN THE MAINTENANCE ENFORCEMENT PROGRAM.]

Q7.4.1. What are the most important changes you would like to see made to the Yukon MEP?

Claimants with Current Payment Outstanding

1331 1. MORE PERSONAL CONTACT WITH STAFF.
2. PROGRAM NEEDS MORE TOUGH ENFORCEMENT OPTIONS.

1444 1. THEY NEED TO GET STRICTER WITH DELIQUENT FATHERS.
2. THEY NEED TO DO MORE INVESTIGATION INTO HIDDEN INCOME.
3. THEY SHOULD COME TO THE COMMUNITIES.

1286 ALL FILES SHOULD BE TREATED EQUALLY. IT SEEMS THAT THE EASIER FILES RECEIVE THE EFFORT WHILE MORE DIFFICULT ONES ARE PUT ON THE BACK BURNER.

1324 ALL LEVELS OF GOVERNMENT SHOULD BE COMMUNICATING REGULARLY. THE SYSTEM SHOULD BE STANDARDIZED.

1207 BETTER COMMUNICATION BETWEEN PROGRAM AND LAWYERS.

1269 BETTER COMMUNICATION WITH THE CLIENT. FOR EXAMPLE, WHAT ARE THEY DOING WITH ARREARS?

1223 BETTER COMMUNICATIONS BETWEEN PROGRAM AND CLAIMANT.

1002 BETTER CORRESPONDENCE WITH OTHER JURISDICTION.

1443 BROADER POWERS IN OTHER JURISDICTIONS.

1321 1. CHANGE INCOME TAX PORTION OF GARNISHMENT OF WAGES. PAYOR SHOULD NOT BE ALLOWED TO DEDUCT GARNISHMENT FROM INCOME TAX. CLAIMANT SHOULD NOT BE TAXED.
2. SHOULD HAVE 1321 CASE WORKERS INVESTIGATING PAYOR'S EMPLOYMENT SITUATION ON A REGULAR BASIS.
3. CHANGE SOCIAL ASSISTANCE ACT TO INCLUDE HIS PAYMENTS.
4. A SYSTEM WHERE EMPLOYERS WOULD DEDUCT MONEY FROM PAYCHEQUE FOR SOCIAL ASSISTANCE AND MAINTENANCE PROGRAM. I HAVE SEEN PROBLEMS WITH PAYOR'S EMOTIONAL STATUS AND HELP SHOULD BE AVAILABLE FOR THEM.

1371 CHARGING INTEREST ON MISSED PAYMENTS COMPARABLE TO VISA CHARGES.
HARSHER PENALTIES.
QUICKER ENFORCEMENT.

1290 CHILDREN SHOULD BE FIRST IN THINKING ABOUT EACH CASE.

1055 DON'T INCLUDE SOCIAL ASSISTANCE AS INCOME.

1210 ENFORCEMENT OF PENALTIES FOR NON-PAYMENT.

1332 ENFORCEMENT OFFICERS SHOULD HAVE MORE POWER TO EXECUTE COURT ORDERS. PROGRAM SHOULD BE STANDARDIZED ACROSS CANADA.

1043 ENFORCEMENT ON PAYORS WHO ARE OUT OF THE COUNTRY.

1358 ENHANCED INTERPROVINCIAL ACCESS SHOULD BE AVAILABLE WHEN DEALING WITH SOMEONE THAT LIVES IN ANOTHER PROVINCE.

1243 FASTER ACTION ON MISSED PAYMENTS. QUICKER ENFORCEMENT ACTION FOLLOW THROUGH.

1441 FOR MEP GETTING THE PAYOR BACK TO COURT IF HE IS NOT PAYING.

1064 FOR SINGLE PARENTS TO RECEIVE THEIR MONEY IN A TIMELY MANNER. WHATEVER IT TAKES TO HAVE THAT HAPPEN.

1167 FOR THEM TO BE ABLE TO ACCESS BETTER TOOLS TO SEARCH FOR THESE PEOPLE.

1182 GIVE OFFICERS THE AUTHORITY TO ACCESS INFORMATION FOR PAYMENTS FOR CHILD SUPPORT - INTERPROVINCIAL AUTHORITY.

1349 GIVE THEM MORE RESOURCES TO FIND PEOPLE AND MAKE THEM PAY.

1256 GOOD COMMUNICATION BETWEEN OTHER PROVINCES' MAINTENANCE PROGRAMS.

1177 HAVING PROGRAM STANDARDS ALL ACROSS CANADA. PROGRAM SHOULD PAY OUT TO CLAIMANT AND COLLECT FROM PAYOR.

1376 I WOULD LIKE THE ABILITY TO CHANGE WORKERS. CASE WORKERS SHOULD RECEIVE BETTER EDUCATION SO THEY CAN READ COURT ORDERS PROPERLY.

1011 I WOULD LIKE TO GET MORE MONEY FOR SINGLE PARENTS. MEP SHOULD FIND OTHER MEANS FOR COLLECTING PAYMENTS. MAKE THE PAYORS WORK.

1028 I WOULD LIKE TO SEE BETTER CO-ORDINATION BETWEEN PROVINCES.

1221 I WOULD LIKE TO SEE MORE COMMUNICATION WITH ME AND EX-PARTNER FROM MEP. I WANT TO KNOW WHAT EFFORT OR ACTIONS ARE BEING TAKEN TO COLLECT ON PAYMENTS.

1242 I WOULD LIKE TO SEE MORE FREQUENT CASE UPDATES SENT TO ME BY MAIL.

1249 I WOULD LIKE TO SEE THE PAYOR KEPT UP-TO-DATE ON PAYMENTS. IMMEDIATE ACTION TO BE TAKEN WHEN PAYOR APPEARS TO BE BEHIND IN PAYMENTS.

1257 I WOULD LIKE TO SEE THEM BE A BIT MORE FRIENDLY WHEN I CALL.

1061 IF THERE WAS A WAY FOR ME NOT TO HAVE TO PAY TAXES ON THE MONEY I RECEIVE.BECAUSE OF THE DATE ON MY FILE, I STILL PAY TAXES. THE LEGISLATION CAME IN LATER

1181 INTERNATIONAL AGREEMENT TO COLLECT PAYMENTS FROM CANADIAN CITIZENS ABROAD.

1049 KEEP CLIENTS MORE UPDATED ON THEIR FILE.

1439 LETTING THE CLAIMANTS KNOW BY MEANS OF A PHONE CALL THAT THE MEP OFFICE HAS TAKEN ENFORCEMENT ACTION AGAINST AN EX-PARTNER.

1191 LIKE TO SEE A MORE VIGOROUS ACTIVITY TO GET MONEY FROM EX-SPOUSE.

1432 LOOK FOR THE EX-SPOUSES IN DIFFERENT CITIES AND PROVINCES.

1323 MALE CLAIMANTS SHOULD GET SAME AMOUNTS AS WOMEN AS PAYMENTS.

1394 MORE LEGISLATIVE POWER TO ENFORCE ORDERS.

1109 MORE UPDATES AND PERSONAL CONTACT, EITHER BY PHONE OR IN PERSON.

1138 NEEDS TO BE MORE NATIONALLY CONNECTED BETWEEN PROVINCES. SHOULD BE SPEEDIER IN PROCESSING CLAIMS AND BE MORE FORCEFUL.

1094 NO MAINTENANCE SHOULD BE PAID FOR CHILDREN IN STATE CARE BY PARENTS.

1114 NOT TO TAKE AWAY PEOPLE'S DRIVERS LICENSES IF THEY REQUIRE THEM TO DO THEIR JOBS.

1370 PROGRAM TO ACCESS TAX REFUNDS. HAVE A PROGRAM TO PLACE A LIEN ON PROPERTY AND ASSETS.

1421 QUICKER ENFORCEMENT ACTION ON REPEATED LATENESS OF PAYMENTS.

1143 STRONGER ACTION FOR NON-PAYMENT. LIGHTEN CASE LOAD FOR THE WORKERS.

1018 THAT MEP TAKE MORE ACTION IF PAYMENTS ARE NOT MADE.

1095 THE CLAIMANT HAS TO DECLARE SUPPORT AS INCOME. THIS IS WRONG. PAYOR SHOULDN'T BE ABLE TO CLAIM PAYMENT AS A DEDUCTION.

1027 THE MEP SHOULD TRAVEL OR SEND A REPRESENTATIVE TO THE COMMUNITIES AS A LOT OF PEOPLE DO NOT HAVE ACCESS TO WHITEHORSE.

1044 THE POSSIBILITY OF INCREASING PAYMENTS IF EX-SPOUSE IS MAKING MORE MONEY. PAYMENTS SHOULD INCREASE WITH THE COST OF LIVING [MEP SHOULD HAVE THE ABILITY TO DO THAT].

1340 THE WAIT PERIOD BETWEEN THEM [MEP] GETTING THE CHEQUE AND MEP PASSING IT ON TO ME.

1255 THEIR RULES SHOULD BE MORE ENFORCED FOR THEM TO HELP OUT MORE IN FINDING THE PAYOR.

1431 THEY COULD ARREST PEOPLE AND DO MORE TO PUNISH PEOPLE, ESPECIALLY WHEN THEY HAVE NOTHING IN THEIR NAME TO FIND THEM.

1380 THEY NEED TO BE STRONGER IN COLLECTING THE MONEY.

1280 THEY NEED TO COLLECT MORE IN ARREARS.

1236 THEY NEED TO FIND THE FATHERS. THEY NEED TO EVEN SEND A LETTER INFORMING ME OF WHAT THEY'RE DOING.

1426 THEY SHOULD BE ABLE TO COLLECT MORE.

1415 THEY SHOULD DO A MAILOUT ONCE IN A WHILE WITH AN UPDATE THAT LETS YOU KNOW THAT YOU'RE STILL IN THEIR DATABASE EVEN IF YOU AREN'T GETTING ANY MONEY.

1291 THEY SHOULD TAKE MORE ACTION.

1154 THINK THE WORKERS OF MEP SHOULD BE GIVEN MORE OPTIONS FOR COLLECTION OF PAYMENTS OR ARREARS PAYMENTS.

1202 TO BE KEPT INFORMED ON A REGULAR BASIS.

1066 TO KEEP ME UPDATED ON THE PREVIOUS AMOUNT OWING, LIKE A MONTHLY STATEMENT.

1368 TRY TO BE ON TOP OF PAYOR INFORMATION.

1125 WOULD BE NICE TO BE FILLED IN EVERY MONTH (BY WAY OF LETTER.)

1336 WOULD LIKE MONTHLY UPDATE IN THE FORM OF A LETTER.

Claimants with NO Current Payment Outstanding

1342 1. BETTER RETRIEVAL TOOLS SO WHEN MEP GOES AFTER SOMEBODY, THEY GET HIM. 2. NEED MORE STAFF. THEY MAY HAVE A BETTER CHANCE. 3. BETTER ACCESSIBILITY WITH THE TERRITORIES AND PROVINCES TO GET INFORMATION.

1229 1. THE JUDGE SHOULD AUTOMATICALLY PUT IN THE ORDER TO GO THROUGH MEP. 2. DIRECT DEPOSIT WITH A CONFIRMATION IN THE MAIL.

1407 1. TO BE ABLE TO ENFORCE ACTION TO GET MONEY - ACCESS MORE ASSETS. 2. GRANDPARENTS SHOULD PAY TOO, IF THEY WANT TO HELP RAISE THE KIDS.

1258 A DIRECT DEPOSIT. AN INTERNET SITE OR EVEN A PHONE LINE WHERE WE CALL TO GET THE STATUS OF OUR FILE.

1246 BETTER QUALITY IN THEIR WORK.

1438 COLLECTION OF FUNDS SHOULD BE DIFFERENT, SUCH AS PRE-AUTHORIZED DEBIT.

1365 DIRECT DEPOSIT WOULD BE GOOD. ELIMINATE VOICE MAIL SYSTEM.

1272 ELIMINATE THE TEND DAY WAIT FOR CHEQUES.

1359 ENFORCEMENT OF ACTUAL COURT ORDERS I WOULD LIKE TO SEE. NOT TO BE SO QUICK TO MAKE JUDGEMENTS ABOUT A SITUATION. BE MORE INVESTIGATIVE IN LOOKING AT CASES AND SPECIFIC SITUATIONS.

1267 I THINK THAT FATHERS WHO HAVE NOTHING TO DO WITH THE CHILD SHOULD BE FORCED TO SIGN ADOPTION PAPERS IF THE MOTHER HAS FOUND ANOTHER PARTNER.

1235 I WOULD LIKE ASSISTANCE TO REVISIT EX-SPOUSE'S FINANCIAL SITUATION AND RE-ASSESS PAYMENTS.

1001 I WOULD LIKE THE PROGRAM TO BE ABLE TO COLLECT ON OTHER AREAS IN THE DIVORCE AGREEMENT, NOT JUST CHILD SUPPORT, BUT ALSO MONEY FOR POST SECONDARY EDUCATION AND ADDITIONAL HEALTH CARE COSTS SUCH AS DENTAL AND EYEGLASSES.

1248 I WOULD LIKE TO NOT PAY TAXES ON MY RECEIVED CHILD SUPPORT.

1213 I WOULD LIKE TO SEE DIRECT BANK DEPOSIT.

1351 I WOULD LIKE TO SEE THE STAFF WARMER AND NOT SO ABRUPT TO ME WHEN I CONTACT THEM.

1081 NEED LEGISLATION FOR FATHERS WHO WON'T SIGN BIRTH CERTIFICATES FOR THEM TO STILL HAVE TO PAY.

1318 PROGRAM SHOULD BE ABLE TO ACCESS COURT FOR MORE INPUT TO ENFORCE COURT ORDERS.

1190 REQUIRE MONTHLY STATUS UPDATE.

1330 STREAMLINE TIME LAG BETWEEN PROGRAM JURISDICTIONS.

1239 THAT EVERYONE IS TREATED THE SAME AS PER COURT ORDERS. I ONLY WANT TO DEAL WITH ONE AGENCY, NOT ALBERTA AS WELL AS YUKON.

1215 THAT FORM LETTERS SHOULD INDICATE A BIT MORE FLEXIBILITY IN THEIR ADMINISTRATIVE TIMELINES.

1104 THE DEPARTMENT NEEDS TO TAKE ENFORCEMENT ACTION AFTER ONE PAYMENT IS MISSED. THE FUNDS ARE NEEDED TO RAISE KIDS AND THREE MONTHS IS TOO LONG TO WAIT.

1220 TO SEE MORE ACTION TO ENSURE PAYMENTS.

Q9.8. Do you have any other comments you would like to make?

Claimants with Current Payment Outstanding

1286 ALL CLIENTS SHOULD GET THE SAME ATTENTION PAID. IN WHAT I HAVE SEEN, IF SOMEONE MAKES PAYMENTS REGULARLY AND MISSES ONE, IT IS FOLLOWED UP ON IMMEDIATELY. WHEREAS SOMEONE WHO IS CONSISTENTLY MISSING PAYMENTS IS NOT. YUKON MEP DOES NOT PUT ENOUGH EFFORT INTO COLLECTING.

1368 CAN'T SEE WHY PAYMENTS CAN'T BE INCREASED WHEN PAYOR SITUATION CHANGES.

1095 HOPEFULLY GOVERNMENT WILL REVAMP AND CHANGE THIS PROGRAM. CONSULT WITH FIRST NATIONS PEOPLE THAT IT MIGHT AFFECT PAST, CURRENT AND FUTURE.

1290 I APPRECIATE THE OPPORTUNITY TO TALK ABOUT THE MAINTENANCE PROGRAM AND THE SURVEYOR WAS VERY NICE AND POLITE.

1193 I CHANGES ARE MADE, THEY SHOULD BE MADE FOR ALL CLAIMANTS. IF CHANGES ARE NEGATIVE, THEN ALL CLAIMANTS WOULD BE AFFECTED

1185 I FIND IT DIFFICULT WHEN MY MAINTENANCE OFFICER GETS INFORMATION FROM ONTARIO - SHE DOES NOT ALWAYS EXPLAIN IT WELL.

1249 I HAVE POSITIVE COMMENTS REGARDING MEP. THEY ARE DOING AN EXCELLENT JOB. ALWAYS WILLING TO HELP AND SUPPORT. THEY ARE CONSISTENT IN BEING EXPEDITIOUS TO ANY INQUIRY WHICH I HAVE MADE.

1340 I REALLY APPRECIATE MY MAINTENANCE ENFORCEMENT OFFICER. SHE'S REALLY GOOD AND SHE RETURNS MY CALLS IMMEDIATELY.

1236 I WAS ENROLLED IN THE PROGRAM FOUR YEARS AGO. AFTER I TOLD THEM EXACTLY WHERE MY EX WAS, IT TOOK THEM A YEAR TO LOCATE HIM. IT WAS A PART OF EDMONTON THAT WAS REMOTE. AFTER THEY LOCATED HIM, I RECEIVED SIX PAYMENTS WHILE HE WAS ON E.I. THAT'S ALL I'VE SEEN EVER. SINCE THAT I HAVEN'T HEARD FROM THEM. THE LAST TIME I TALKED WITH THEM IT WAS A YEAR AND A HALF AGO. I DON'T KNOW WHAT'S GOING ON.

1011 I WOULD LIKE TO SAY KEEP UP THE GOOD WORK AND DO NOT GIVE UP

1394 I WOULD LIKE TO SEE MORE TEETH IN LEGISLATION FOR ENFORCING ORDERS. MY PAYMENTS SHOULD BE HIGHER.

1114 IT'S A GOOD PROGRAM AND CAN BENEFIT PEOPLE AND ALSO HURT THEM. THEY SHOULD LOOK AT PERSONAL CIRCUMSTANCES BEFORE ENFORCING. IT IS BIASED TOWARDS WOMEN AND KIDS AND SHOULD BE MORE EQUALLY APPLIED TO BOTH GENDERS.

1257 MOSTLY I'M VERY PLEASED BY THE WHOLE PROGRAM.

1332 PROGRAM OFFICER SHOULD INFORM CLAIMANT OF STAFF CHANGES. PROGRAM SHOULD BE MORE ABOUT CHILDREN, AS OPPOSED TO THE ADULTS. PROGRAMS WHERE PAYOR COULD PAY INTO EDUCATION ACCOUNTS SHOULD BE ESTABLISHED.

1331 SOMETIMES I FEEL THAT THE PROGRAM IS NOT FAIR AND EQUITABLE.

1358 STAFF HAS BEEN HELPFUL WITH THE PARAMETERS THAT ARE AVAILABLE AND THEY HAVE MADE A GOOD EFFORT IN ASSISTING ME.

1242 THE LAWYERS AT MEP ARE VERY GOOD. THE MAILED OUT UPDATES ARE GOOD. I WOULD LIKE THEM MORE FREQUENTLY.

1212 THE OFFICE TOOK ACTION ONE TIME AND MY EX SAID THEY TOLD HIM THAT I REQUESTED IT. THIS CAUSED A WHOLE LOT OF TROUBLE. THE PROGRAM NEEDS TO TAKE MORE CARE WHAT THEY TELL A PAYOR. ALTHOUGH I WASN'T IN ANY PHYSICAL DANGER, SOME WOMEN COULD BEIN REAL TROUBLE. I REALIZE THAT MY EX MAY HAVE BEEN LYING TO ME BUT I THINK THIS IS SOMETHING THE STAFF NEED TO BE AWARE OF. I HAVE FOUND THE PROGRAM TO BE HELPFUL AND AM GRATEFUL FOR THE ASSISTANCE.

1370 THE STAFF (MEP) IS VERY HELPFUL.

1207 THE SWITCHING OF LAWYERS IN COURT CAUSED THE JUDGE'S RULING TO BE INACCURATE BECAUSE NO PAYSTUBS WERE BROUGHT IN BY FATHER. THIS INFORMATION WAS VERIFIED BY ORIGINAL LAWYER. PROGRAM OFFICER SHOULD BE PRESENT AT COURT PROCEEDINGS AND/OR MEET WITH LAWYERS.

1439 THERE SHOULD BE SOME CONTACT WITH THE CLAIMANTS THAT THEY HAVE TAKEN ACTION AGAINST AN EX-PARTNER, ESPECIALLY WHEN THEY MAY BE IN POTENTIAL DANGER. [SHE GOT A PHONE CALL FROM HER EX-SPOUSE RANTING AND RAVING ABOUT LOSING HIS INCOME TAX MONEY AND SHE WOULD HAVE LIKED A HEADS UP ABOUT IT SO SHE COULD BE PREPARED.]

1266 THEY ALL ARE ABSOLUTELY WONDERFUL THERE AT THE YUKON [MAINTENANCE] ENFORCEMENT PROGRAM.

1324 VARIOUS PRIVACY ACTS SUPERCEDED ENFORCEMENT ORDERS AND THIS IS NOT GOOD!

1371 WITHOUT MEP I WOULD NEVER HAVE BEEN ABLE TO GET ONE PENNY FOR MY CHILDREN. IT IS AN INVALUABLE SERVICE.

1214 YUKON PROGRAM IS DOING A WONDERFUL JOB. YUKON MEP HAS DONE A LOT OF WORK ON MY BEHALF AND THAT'S GREAT.

1441 MORE MONEY NEEDS TO BE PUT INTO THE PROGRAM FOR ENFORCEMENT AGAINST PARENTS WHO ARE SUPPOSED TO PAY. MEP SHOULD HAVE MORE OF AN ENFORCEMENT ROLE TO ENSURE PAYING PARENT ACTUALLY PAYS. I KNOW THERE ARE TIMES WHEN I DIDN'T WORK AND THE MONEY WOULD HAVE HELPED. THE GOVERNMENT NEEDS TO STOP PAYING DEADBEAT DADS. THEY ALMOST NEED AN ADVERTISING SAYING WHO ALL THE DEADBEAT DADS ARE AND WHICH ONES ARE NOT PAYING. NEED ADS TO TELL THESE DADS TO GO IN AND PAY. THERE NEEDS TO BE SOME SOCIAL JUSTICE HERE. I KEEP FIGHTING AND I KNOW A LOT OF WOMEN WHO JUST GIVE UP AND SAY, "I KNOW I WILL NEVER GET ANY MONEY, SO WHY BOTHER?" MEP REALLY NEEDS AN ARTICLE IN THE PAPER TO HELP WITH MORE PUBLIC AWARENESS ABOUT THE PROGRAM. IF A WOMAN IS BEING TAKEN OUT FOR DINNER AND BOUGHT THINGS LIKE FLOWERS, SHE NEEDS TO KNOW THAT THIS MAN HAS KIDS AT HOME WHO ARE NOT RECEIVING ANY MONEY. ANYONE WHO IS ASSOCIATED WITH THIS MAN NEEDS TO KNOW HOW MUCH MONEY HE OWES. ALSO PART OF THIS PUBLIC AWARENESS WOULD BE TO PUBLISH JUST HOW MUCH IS OWING BY ALL THESE DADS COLLECTIVELY. THE PUBLIC NEEDS TO KNOW HOW SERIOUS ALL THIS REALLY IS.

1121 HE WAS TELLING THEM THAT HE SENT ME MONEY WHEN HE DIDN'T. I FELT THEY WERE ACCUSING ME OF RECEIVING THE MONEY AND NOT TELLING THEM.

1082 I THINK THAT IT IS HORRIBLE THAT HE CAN GET AWAY WITH WHAT HE DOES AND THERE IS NOTHING ELSE THAT THEY CAN DO. THEY REALLY NEED TO TAKE HIM BACK TO COURT. WITH THE WAY THAT THE AGREEMENT IS, I AM EXPECTED TO INFORM THEM IF I GET PAYMENTS OR I AM THE ONE WHO HAS TO PROVIDE MEP WITH MY EX'S INFORMATION. YET, I CAN'T MENTION TO HIM TO GET HIMSELF DOWN TO MEP AND START MAKING PAYMENTS. MEP HAS TO DO THE ENFORCING. I COULD JEOPARDIZE MY MAINTENANCE AGREEMENT IF I WERE TO SAY SOMETHING TO HIM. I CAN'T ASK HIM FOR MONEY IF I SEE HIM OUT IN THE BAR OR STORE AND HE IS WHIPPING MONEY OUT OF HIS POCKET. I HAVE NO AUTHORITY TO DO

THAT, ONLY MEP CAN DO THAT. IT IS A CATCH-22 HOW I AM EXPECTED TO PROVIDE ALL THIS INFORMATION TO MEP, BUT I CAN'T ASK HIM FOR MONEY FOR FEAR OF LOSING MY CLAIM.

1064 MEP IS A JOKE! THE INTERVIEWER IS VERY POLITE [THOUGH], I'M EXTREMELY IMPRESSED!

1094 THE MAINTENANCE PROGRAM WOULD BENEFIT IF IT HAD A POSITIVE ADVERTISING CAMPAIGN DIRECTED AT EMPLOYERS.

1393 COULD DO A LOT MORE. THIS FILE HAS BECOME DEAD FOR MEP. THEY DON'T DO ANYTHING. I NEED WAY MORE DETAILS IN THE SURVEY. THEY NEED TO FOCUS ON THE CASES WHERE THEY ARE NOT RECEIVING ANY PAYMENTS.

1388 IN 1997, THE GOVERNMENT PASSED THAT YOU DON'T HAVE TO CLAIM MAINTENANCE AS INCOME. I THINK THIS SHOULD HAVE A GRANDFATHER CLAUSE. IN FACT, I THOUGHT IT DID AND I WAS RECEIVING ARREARS THAT WERE ACCRUED PRIOR TO 1997 AND AT FIRST WASN'T CLAIMING IT. SINCE I FOUND OUT I HAVE BEEN CLAIMING IT AS INCOME BUT IT ENDS UP SCREWING ME. BECAUSE OF THIS IT BENEFITS HIM BECAUSE IT'S A WRITE OFF AND IT DOESN'T BENEFIT ME.

1243 WHEN I OWED EX MONEY, HE AUTOMATICALLY RECEIVED IT. HOWEVER, WHEN HE OWED ME MONEY, IT TAKES FOREVER TO RECEIVE PAYMENT AND THIS STILL CONTINUES.

Claimants with NO Current Payment Outstanding

1367 DIRECT DEPOSIT IS A REALLY GOOD IDEA. VERY GOOD TO RECEIVE LETTER OF INTENT TO DO THIS SURVEY.

1149 DON'T CALL ME AGAIN FOR FIVE YEARS.

1303 I AM COMPLETELY SATISFIED WITH THE YUKON MAINTENANCE ENFORCEMENT PROGRAM AND IT IS A GREAT BENEFIT TO ME AND MY CHILD. IT WILL BE BETTER FOR HER TO GET A HIGHER EDUCATION. IT HAS MADE A HUGE DIFFERENCE TO MYSELF AND MY CHILD AND WE CAN FEEL MORE SECURE AND SUPPORTIVE KNOWING WE ARE GETTING THIS SUPPORT.

1168 I AM HAPPY WITH THE PROGRAM AND AM VERY SATISFIED WHEN I HAVE TO DEAL WITH THEM.

1045 I AM VERY THANKFUL FOR MEP AS IT HAS REMOVED THE FINANCIAL BURDEN AWAY FROM ME. I NO LONGER HAVE TO DEAL WITH MY EX-SPOUSE AND FEEL THAT MY PERSONAL SAFETY IS PROTECTED.

1120 I THINK IT IS A GREAT PROGRAM AND IT HAS HELPED ME A GREAT DEAL. I WOULD LIKE TO SEE A DIRECT DEPOSIT FROM THE MEP OFFICE INTO MY ACCOUNT, SO WE WOULD NOT HAVE TO WAIT FOR THE MAIL.

1235 I THINK THE MEP IS DOING A GREAT JOB AND I DON'T BELIEVE I WOULD BE RECEIVING MONEY WITHOUT THEM.

1270 I'M HAPPY WITH THEIR SERVICE AND I'M GLAD THAT THEY'RE THERE. OTHERWISE, I WOULDN'T HAVE RECEIVED A CENT.

1274 I'M VERY HAPPY WITH HOW THE PROGRAM HAS WORKED OUT FOR ME.

1173 I'M VERY SATISFIED WITH THEM. THEY'RE AWESOME.

1099 I'VE ALWAYS THOUGHT THAT THEY PROVIDE A VERY VALUABLE SERVICE TO THOSE WHO NEED IT. THE STAFF HAS ALWAYS BEEN FRIENDLY, COURTEOUS AND KNOWLEDGEABLE.

1260 IT WAS A GREAT PROGRAM FOR US AND I HAVE NOTHING BUT GOOD THINGS TO SAY ABOUT IT. THEY WERE VERY KIND WHEN I WAS GOING THROUGH A VERY ROUGH TIME AND IT ONLY TOOK THREE MONTHS TO LOCATE HIM IN ANOTHER PROVINCE AND I RECEIVED PAYMENTS SOON AFTER THAT.

1318 NEEDS TO BE CHANGES TO FAMILY COURT SYSTEM. IT NEEDS TO BE LESS ADVERSARIAL.

1239 PROGRAM SHOULD BE ENFORCED BY PROVINCE WHICH IT IS FILED IN REGARDLESS OF WHERE I LIVE. I WOULD LIKE TO SEE THAT EVERYONE IS TREATED EQUALLY. I WANT ACCESS TO THE FILE THROUGH THE YUKON WHERE IT WAS FILED, NOT THROUGH ALBERTA.

1387 THAT THE GARNISHING OF WAGES HAS WORKED WONDERFULLY BECAUSE I GET THE MONEY REGULARLY. [LINKED TO 1250]

1289 THE STAFF HAVE ALWAYS BEEN GOOD AND PROMPT AND THEY ACT VERY QUICKLY IN ANSWERING QUESTIONS. IF THEY DO NOT KNOW SOMETHING THEY FIND OUT AND GET IN TOUCH WITH ME IN A DAY OR SO.

1244 THE STAFF IN THE MAINTENANCE OFFICE ARE INFORMATIVE, SUPPORTIVE AND AWESOME.

1359 THE STAFF IS GREAT; IT IS THE PROGRAM ITSELF THAT NEEDS LOOKING AT.

1407 THEY DO A FINE JOB AT Y.M.E.P.

1070 WHEN HE MOVED TO BRITISH COLUMBIA, IT SEEMED TO BE A HASSLE AND I DID NOT RECEIVE PAYMENTS FOR A WHILE. I LIKE HOW THEY SEND POST DATED CHEQUES (5 OR 6) AT A TIME SO I DON'T HAVE TO WAIT FOR THEM EVERY MONTH.

1248 I THINK THIS IS A GREAT PROGRAM. I JUST DO NOT LIKE HAVING TO PAY TAX ON MY RECEIVED PAYMENTS.

1007 I NEVER HEAR FROM THE YUKON MAINTENANCE ENFORCEMENT PROGRAM AT ALL.

1322 [THIS LADY DID NOT REGISTER AND SHE HAS NEVER HAD ANY PROBLEMS WITH HER EX. HE HAS ALWAYS PAID AND ON TIME.]

1267 [THIS LADY WAS FORCED TO SIGN UP BY WELFARE. SHE RESENTED HAVING TO GO THROUGH THIS PROCESS JUST TO RECEIVE HELP FROM WELFARE. SHE LEFT HER EX WHEN SHE WAS SIX MONTHS PREGNANT AND MET ANOTHER MAN SOON AFTER. SHE HAS BEEN WITH HIM FOR 8 YEARS. HE IS THE ONLY FATHER HER CHILD KNOWS. AND NOW, BECAUSE THE REAL FATHER HAS BEEN FORCED TO PAY A LITTLE EVERY MONTH, HE WON'T SIGN THE ADOPTION PAPERS JUST TO BE DIFFICULT.]

Appendix 8.8 PAYOR Questionnaire –Detailed Tables

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION						
PAYORS - Demographic Profile		(by column view)		(by row view)		
	All	YES Enforcement Action taken against Payor	NO Enforcement Action taken against Payor	YES Enforcement Action taken against Payor	NO Enforcement Action taken against Payor	
	%	%	%	%	%	
Total (151 payors)	100	100	100	42	58	100
Age Group						
20 to 29 years of age	3	5	2	60	40	100
30 to 39 years of age	30	30	30	42	58	100
40 to 49 years of age	37	40	35	45	55	100
50 years of age or older	24	21	26	36	64	100
(not stated = 9)						
Sex						
Female	4	10	0	100	0	100
Male	96	90	100	40	60	100
(not stated = 3)						
First Nations						
Yes	19	29	12	64	36	100
No	81	71	88	38	62	100
(not stated = 3)						
Employed						
Yes	84	73	93	37	63	100
No	16	27	7	74	26	100
(not stated = 6)						
Education Level						
< High School	29	34	26	49	51	100
High School	27	23	29	36	64	100
> High School	44	43	45	41	59	100
(not stated = 5)						

Income Level							
less than $20,000	14		24	7		72	28	100
$20,00 - $40,000	33		38	29		49	51	100
$41,000 - $60,000	24		18	28		32	68	100
$61,000 - $80,000	15		11	18		30	70	100
$81,000 or more	14		9	18		26	74	100
(not stated = 20)								
Marital Status								
single	18		29	8		69	31	100
common-law	27		26	28		40	60	100
legally married	31		21	38		29	71	100
separated/divorces	24		24	25		42	58	100
(not stated = 4)								

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION						
PAYORS - Pre MEP Payments Profile		(by column view)		(by row view)		
	All	**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**	**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**	
	%	%	%	%	%	
Total (151 payors)	100	100	100	42	58	100
1.1 Have you always made payments through MEP?						
yes	52	49	53	40	44	100
no	48	51	47	60	56	100
(not stated = 0)						
Of the 73 payors that said NO to "1.1 always making payments through MEP" the following questions were asked ...						
			Sub-total	44	56	100
1.1.1 What arrangements did you have for making support payments?						
paid 'ex' directly	78	72	83	40	60	100
through another MEP	16	16	17	42	58	100
no arrangements	6	12	0	100	0	100
(not stated = 0)						
1.1.2 Did you ever miss payments?						
yes	53	66	34	54	46	100
no	47	44	56	32	68	100
(not stated = 0)						
1.1.3 Did you ever vary frequency of payments?						
yes	39	61	22	68	32	100
no	61	39	78	27	73	100
(not stated = 1)						

1.1.4 Did you ever change the amounts without first informing your ex?							
yes	19		19	20	43	57	100
no	81		81	80	44	56	100
(not stated = 0)							

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION						
PAYORS - Pre MEP Payments Profile		(by column view)		(by row view)		
	All	**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**	**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**	
	%	%	%	%	%	
Total (151 payors)	100	100	100	42	58	100
2.1 Did you register in the MEP?						
yes	26	22	29	37	63	100
no	74	78	71	45	55	100
(not stated = 0)						
Of the 38 payors that said YES to "2.1 register with MEP" the following questions were asked ...						
			Sub-total	37	63	100
2.1.1 How did you hear about the MEP?						
(multiple responses)						
Courts	25	18	24	33	67	100
lawyer	29	27	29	38	62	100
previous MEP program	25	18	29	29	71	100
other people	21	36	18	57	43	100
(not stated = 0)						
2.1.2 What were some of the reasons for registering with MEP?						
(multiple responses)						
Court Order	13	17	11	50	50	100
minimize contact with ex	31	28	33	36	64	100
convenient/easier	36	33	37	37	63	100
better record keeping	13	11	15	33	67	100
other reasons	7	11	4	66	33	100
(not stated = 0)						
2.1.3 Was the registration package easy to complete?						
yes	71	64	75	33	66	100
no	29	36	25	45	55	100
(not stated = 0)						

2.1.4 Have you ever withdrawn and reregistered in MEP?						
yes	11	21	5	75	25	100
no	89	79	95	34	65	100
(not stated = 2)						
Of the 4 respondents that said YES to "2.1.4 withdrawn and re-registered with MEP" the following question was asked ...						
			Sub-total	75	25	100
2.1.4 How many times have you withdrawn and reregistered in MEP?						
1 time	25	33	0	100	0	100
2 times	75	67	100	67	33	100
(not stated = 4)						
2.2 After providing your information to MEP, was the amount of time given to start payments reasonable?						
yes	80	75	83	37	63	100
no	20	25	17	50	50	100
(not stated = 12)						
2.3 Have you read the MEP brochure or MEP internet information on its roles, responsibilities and limitations?						
yes	28	31	27	46	54	100
no	72	69	73	42	58	100
(not stated = 7)						
2.4 When first enrolled did staff inform you of MEP roles, responsibilities and limitations of the program?						
yes	46	43	48	41	59	100
no	54	57	52	46	54	100
(not stated = 14)						
2.5 Have you ever refused to sign for registered or certified mail from MEP?						
yes	5	10	1	86	14	100
no	95	90	99	40	60	100
(not stated = 6)						

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION							
PAYORS - Current Payments Profile		(by column view)			(by row view)		
	All	**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**		**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**	
	%	%	%		%	%	
Total (151 payors)	100	100	100		42	58	100
3.1 Do you pay your maintenance support?							
yes	96	92	99		40	60	100
no	4	8	1		83	17	100
(not stated = 0)							
Of the 145 Payors that said YES to "Do you pay your maintenance support" the following questions were asked ...							
			Sub-total		40	60	100
3.1.1 Which of the following payment options do you currently use? (multiple responses)							
auto deduct from wages	25	40	15		66	34	100
pay by cash	25	32	20		54	46	100
post-dated cheque	27	22	31		34	66	100
credit card	21	8	31		16	84	100
debit card	11	8	14		29	71	100
3.1.2 Do the payment options currently available suit your individual needs?							
yes	86	84	87		39	61	100
no	14	16	13		45	55	100
(not stated = 10)							
3.1.3 Do you feel the program makes the process of paying maintenance easier?							
yes	77	72	81		37	63	100
no	23	28	19		50	50	100
(not stated = 9)							

3.1.4 Does the program help you make your payments on time?						
yes	69	72	66	42	58	100
no	31	28	33	36	64	100
(not stated = 9)						
3.1.5 Do you feel that your payments are handled in a business-like manner?						
yes	87	81	91	36	64	100
no	13	19	10	56	44	100
(not stated = 16)						
3.1.6 Do you keep Yukon MEP payment receipts?						
yes	77	78	76	39	61	100
no	23	22	24	35	65	100
(not stated = 0)						
3.2 Have you ever asked for information on your account?						
yes	57	61	53	45	55	100
no	43	39	47	37	63	100
(not stated = 1)						
Of the 85 Payors that said YES to "Have you ever asked for information" the following questions were asked ...						
			Sub-total	45	55	100
3.2.1 Do you feel that it was easy to get information ob about your account?						
yes	87	79	94	41	59	100
no	13	21	6	73	27	100
(not stated = 0)						
3.2.2 Did the office provide this information in a reasonable length of time?						
yes	93	89	96	43	57	100
no	7	11	4	67	33	100
(not stated = 0)						

3.3 Have you always kept your personal information up-to-date with MEP?							
yes	82		73	88		38	62	100
no	18		27	12		63	37	100
(not stated = 1)							

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION							
PAYORS - Current Payments Profile		(by column view)			(by row view)		
	All	**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**		**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**	
	%	%	%		%	%	
Total (151 payors)	100	100	100		42	58	100
4.1 Did you read your letter from MEP outlining enforcement actions?							
yes	66	68	65		45	55	100
no	34	32	35		42	58	100
(not stated = 0)							
4.2 Do you think the enforcement actions were fair and reasonable?							
yes	56	44	65		35	65	100
no	44	56	35		56	44	100
(not stated = 0)							
Of the 63 Payors that said YES to "Has enforcement action been taken against you" the following questions were asked ...							
			Sub-total		100	0	100
4.3.1 Main reason for defaulting on payments?							
(multiple responses)							
I was not working		36					
I was broke		27					
I disagreed with interpretation of order		20					
Ex' lied to MEP, they didn't check		5					
I couldn't be bothered		5					
Out of town/Issue of timing		6					
Denied access to kids		2					
4.3.2 What action(s) was/were taken against you?							
(multiple responses)							
garnished wages		41					
siezed bank account		25					
suspend drivers license		14					

garnish Federal payments			16					
Other (e.g. lien on house, fines, court action)			4					
4.3.3 Do you feel the action was fair?								
yes			21					
no			79					
(not stated = 2)								
4.3.4 Do you feel the action was necessary?								
yes			16					
no			84					
(not stated = 2)								
4.3.5 How were you notified that enforcement action would be taken?								
in a letter			92					
over the phone			4					
in person			4					
(not stated = 9)								
4.3.6 Do you feel that the way in which you were notified was fair?								
yes			59					
no			41					
(not stated = 0)								
Of the 26 Payors that said NO to "way in which notified was fair" the following questions were asked ...								
4.3.6.1 What would have been a more appropriate way to notify you?								
(multiple responses)								
personal phone call			47					
face-to-face meeting			19					
through the Courts			6					
through a letter			11					
through email			3					
no notice given before action taken			11					
could not get a hold of MEP			3					

4.3.6.2 After receiving notification, were you informed as to what you had to do?							
yes		65					
no		35					
(not stated = 2)							
4.3.7 Do you feel that the amount of time between notification and action was reasonable?							
yes		45					
no		55					
(not stated = 8)							
Of the 30 Payors that said NO to "amount of time between notify and action" the following questions were asked ...							
4.3.7.1 What would have been a reasonable length of time?							
at least a couple of weeks		24					
at least a month		38					
up to 90 days		9					
more than 3 months		4					
same as MEP gave ex to pay me		4					
I couldn't know, I wasn't notified before		21					

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION							
PAYORS - Satisfaction with MEP		(by column view)			(by row view)		
	All	**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**		**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**	
	%	%	%		%	%	
Total	100	100	100		42	58	100
Overall Satisfaction							
with Service							
1= Very Satisfied	36	23	45		27	73	100
2	26	23	27		38	62	100
3	17	30	7		75	25	100
4	9	7	11		31	69	100
5=Not Very Satisfied	12	17	10		56	44	100
(not stated = 7)							
Satisfaction with Location							
1= Very Satisfied	62	51	69		32	68	100
2	22	24	20		45	55	100
3	8	15	4		73	27	100
4	1	0	2		0	100	100
5=Not Very Satisfied	7	9	5		56	44	100
(not stated = 17)							
with Staff							
Courteous & Polite							
1= very satisfied	57	52	60		38	62	100
2	22	19	25		34	66	100
3	11	17	7		64	36	100
4	1	4	0		100	0	100
5=not very satisfied	8	9	7		50	50	100
(not stated = 22)							

Respectful

1= very satisfied	59		52	64		37	63	100
2	19		17	20		38	62	100
3	13		20	8		65	35	100
4	3		6	1		75	25	100
5=not very satisfied	6		6	7		37	63	100
(not stated = 22)								
Understanding of my situation								
1= very satisfied	48		43	51		38	62	100
2	16		17	16		43	57	100
3	12		15	11		50	50	100
4	8		9	7		50	50	100
5=not very satisfied	15		17	13		47	53	100
(not stated = 24)								
Fair & Equitable								
1= very satisfied	54		46	59		36	64	100
2	18		21	16		48	52	100
3	13		15	11		50	50	100
4	4		6	3		60	40	100
5=not very satisfied	11		11	11		43	57	100
(not stated = 26)								
Knowledgeable about the program								
1= very satisfied	70		67	73		41	59	100
2	15		17	14		47	53	100
3	8		10	7		50	50	100
4	2		4	1		67	33	100
5=not very satisfied	3		2	4		25	75	100
(not stated = 29)								
Prompt & Efficient								
1= very satisfied	65		54	73		34	66	100
2	17		19	16		45	55	100
3	9		17	4		75	25	100
4	4		6	3		60	40	100
5=not very satisfied	4		4	4		40	60	100
(not stated = 24)								

YUKON MAINTENANCE ENFORCEMENT PROGRAM EVALUATION							
PAYORS - Pre MEP Payments Profile		(by column view)			(by row view)		
	All	**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**		**YES Enforcement Action taken against Payor**	**NO Enforcement Action taken against Payor**	
	%	%	%		%	%	
Total	100	100	100		42	58	100
7.1 Were you ever registered with a different MEP?							
yes	20	30	13		63	37	100
no	80	70	87		37	63	100
(not stated = 0)							
Of the 30 payors that said YES to "7.1 experience with other MEP" the following questions were asked ...							
			Sub-total		65	35	100
7.1.1 Would you say that your experience was ...?							
very good	4	7	0		100	0	100
good	40	40	40		60	40	100
poor	20	13	30		40	60	100
very poor	36	40	30		67	33	100
(not stated = 0)							
7.1.2 Compared to YK MEP would you say that your experience with the other MEP was ...?							
better	26	49	53		40	44	100
the same	22	51	47		60	56	100
worse	48	49	53		40	44	100
(not stated = 0)							

Appendix 8.9 PAYOR Questionnaire – Long Answer Responses

Q2.1.2. What were some of the main reasons for registering in Yukon MEP?

Payors who have Defaulted on Payments

2417 EASIER DEALING WITH THEM THAN THE EX-WIFE.

2002 I MOVED HERE FROM BRITISH COLUMBIA.

2189 I WANTED A REFEREE AND A GUARANTEE OF ACCESS TO THE CHILD. THE SITUATION WAS DETERIORATING AND I THOUGHT THE PROGRAM WOULD HELP.

2419 INITIALLY, THE COURTS MADE ME REGISTER IN ALBERTA.

2035 IT IS CONVENIENT AND AUTOMATIC, SO I DON'T GET INTO TROUBLE.

2476 IT IS EASIER WITH MY EX-SPOUSE BEING A LONG DISTANCE AWAY AND ALSO FOR CONVENIENCE AND RECORD KEEPING.

2004 IT IS VERY CONVENIENT AND ALLOWS AVOIDANCE OF CONTACT AND ISSUES THAT MIGHT ARISE FROM CONTACT.

2004 IT IS VERY CONVENIENT AND ALLOWS AVOIDANCE OF CONTACT AND ISSUES THAT MIGHT ARISE FROM CONTACT.

2363 IT MADE IT EASIER. IT IS ONE STEP REMOVED FROM EX-SPOUSE.

2065 IT WAS REQUIRED WHEN I MOVED TO YUKON.

2247 IT WAS TO MINIMIZE CONFLICT WITH HER [EX-SPOUSE] AND FOR MAKING PAYMENTS. ALSO, IT WAS A WAY TO ELIMINATE ARGUMENTS ABOUT MONEY.

2459 SO MY DAUGHTER WOULD HAVE FOOD.

2411 SO WE COULD GET BLOOD WORK DONE AND FIND OUT IF THE CHILD IS EVEN MINE.

2235 THERE WAS DISAGREEMENT BETWEEN THE TWO PARTIES AS TO HOW THE PAYMENTS SHOULD BE PAID, SO THE COURT ORDER MADE IT A REQUIREMENT TO USE THE PROGRAM.

Payors who have NOT Defaulted on Payments

2048 I CAN HAVE IT AUTOMATICALLY PUT ON MY VISA.

2282 I DON'T WANT TO HAVE ANY CONTACT WITH MY EX-WIFE.

2359 I JOINED FOR THE CONVENIENCE AND SO THERE WOULD BE NO FACE TO FACE CONTACT.

2346 I LIKED THE MANAGEMENT. WITH A THIRD NEUTRAL PARTY, THERE IS NO NEED FOR FINANCIAL CONVERSATIONS WITH EX-SPOUSE.

2160 I REGISTERED FOR EASIER AUTOMATIC INTERACTION WITH EX-SPOUSE AND AUTOMATIC VISA PAYMENTS WHICH MEANS THEY ARE ALWAYS ON TIME AND I CAN'T FORGET ANY.

2317 I REGISTERED TO FIND OUT IF I REALLY HAD TO PAY AS THE ONTARIO GOVERNMENT CLAIMED.

2319 I REGISTERED TO HAVE A BUFFER BETWEEN MYSELF AND INTERFERING, THREATENING EX-IN-LAWS.

2165 I REGISTERED TO MAKE IT EASIER TO SEND PAYMENTS TO ANOTHER COUNTRY.

2290 IT IS A WAY TO MAKE SUPPORT PAYMENTS WITH THE LEAST POSSIBLE CONTACT WITH EX-SPOUSE. IT IS A WAY TO ENSURE I GET A RECEIPT SO SHE CAN'T LIE ABOUT IT.

2385 IT IS LESS HASSLE TO HAVE IT DEDUCTED FROM MY WAGES.

2384 IT WAS A COURT ORDER.

2281 IT WAS COURT ORDERED.

2026 MY LAWYER ADVISED ME TO.

2401 SEEMED TO BE A GOOD WAY TO NOT HAVE TO SEE EACH OTHER.

2468 SO I DID NOT HAVE TO GIVE MY EX-WIFE CASH DIRECTLY.

2032 SO I DIDN'T HAVE TO REMEMBER TO PAY. I ALSO COULD USE VISA.

2448 SO I WOULDN'T GET HASSLED. SO I COULD STAY ORGANIZED.

2072 TO ALLIEVIATE ANY CONTACT WITH MY EX-WIFE.

2256 TO ENSURE PAYMENTS TO HER FROM ME.

2037 TO MAKE SURE EVERYTHING WAS LEGAL AND ON RECORD.

2480 TO SIMPLIFY THINGS BETWEEN MYSELF AND THE EX.

2344 WE THOUGHT THAT IT WOULD ENSURE THAT EVERYTHING WAS HANDLED CORRECTLY, THAT MY BUTT WAS COVERED AND THAT IT WOULD MINIMIZE FURTURE PROBLEMS.

Q6.2.1. Why were you not satisfied with the overall service (you received from Yukon MEP)?

Payors who have Defaulted on Payments

2479 BECAUSE I CAN NOT GET ANY ANSWERS ABOUT MY FILE.

2199 BECAUSE THE PEOPLE WHO WORK THERE ARE VINDICTIVE.

2345 BECAUSE THEY CAN USE SOME DISCRETION. THEY COULD HAVE JUST MADE ME KEEP CURRENT.

2363 DISSATISFIED WITH SERVICE. I HAD AGREEMENT TO PAY DIRECT TO SON. BUT Y.M.E.P. ASSUMED NON-PAYMENT. HAD TO GET CLAIMANT TO WRITE LETTER TO Y.M.E.P. TO FORCE COMMUNICATION. I DO NOT LIKE GARNISHMENT ACTION BASED ON LACK OF COMMUNICATION BETWEEN PROGRAM AND CLAIMANT.

2189 I AM VERY BITTER ABOUT THE PROGRAM, SO I HAVE NOTHING GOOD TO SAY ABOUT IT.

2329 I DON'T AGREE WITH THE PROGRAM AT ALL. THEY HAVE UNLIMITED POWER TO TAKE AWAY MY FREEDOM.

2399 I WAS FORCED INTO THE PROGRAM. THEY COULDN'T FIND ME SO THEY WENT TO COURT AND DECLARED ME FATHER WITHOUT ME BEING THERE AND WITHOUT BLOOD TESTING, JUST ON HER WORD. THEY ALWAYS HELP AND BELIEVE THE WOMAN BUT THERE IS NO HELP FOR THE PERSON NAMED FATHER.

2235 THE MORE YOU TRY TO QUESTION WHAT IS HAPPENING, THE MORE UNC OOPERATIVE THE STAFF BECOME. "IF YOU DON'T LIKE IT, SEE A LAWYER" [IS WHAT THE STAFF SAID.]

2033 THEY AREN'T FAIR.

2445 THEY DIDN'T TRY TO INVESTIGATE THE FALSE STATEMENTS MADE BY MY EX.

2398 THEY DON'T LISTEN TO ME, OR ANYBODY ELSE.

2432 THEY HAVE NEVER CONTACTED ME.

2419 THEY JUST DON'T CARE AND THEY JUST WANT THE MONEY DESPITE THE SITUATION.

2247 I KNOW THERE ARE QUITE A FEW DEADBEAT PARENTS AND MEP CAN'T COLLECT A DIME OUT OF THEM. HOWEVER, THEY DON'T SEEM TO PURSUE THEM. I AM SELF-EMPLOYED AND A GOOD PARENT AND I FIND IT FUNNY HOW MEP COMES AFTER US GOOD PARENTS. THERE IS NO INVESTIGATION ON HOW YOU PARENT. THEY JUST SEEM TO HIT US GOOD PEOPLE. I HAVE MY DAUGHTER FIFTY PERCENT OF THE TIME. IN THE BEGINNING IT WAS LESS, SO THAT IS WHY THE PAYMENT NEEDS TO BE ADJUSTED NOW. MEP SAYS THEY DON'T CARE HOW GOOD OF A PARENT YOU ARE, THEIR ROLE IS JUST TO COLLECT MONEY. BEFORE MEP RUINS PEOPLE'S HOME LIVES, THEY SHOULD INVESTIGATE HOW YOU PARENT YOUR CHILD.

Payors who have NOT Defaulted on Payments

2266 I FEEL THAT THERE IS NO CONFIDENTIALITY OF MY INFORMATION. SOME STAFF MEMBERS ARE RUDE AND THEY ARE NOT LOOKING AT MY BEST INTERESTS.

2290 I WOULD LIKE TO SEE SOME MALES IN THE OFFICE INSTEAD OF JUST A BUNCH OF DIVORCED BITTER WOMEN.

2395 IT IS ONE-SIDED AND BIASED FOR PERSON RECEIVING THE MONEY.

2208 NO CONTACT WITH ME. DOES NOT WORK FOR CHILD, BUT FOR CLAIMANT.

2385 OVER THE PAST TEN YEARS I'VE BEEN OVERDEDUCTED SEVERAL TIMES FOR SEVERAL THOUSAND DOLLARS.AND MY INCOME TAX RETURNS HAVE BEEN MESSED UP BECAUSE OF THEIR MIXUPS,ONCE FOR OVER $3000

2164 TAKES TOO LONG FOR TRANSFERS FROM E.I. TO MEP.MY CHILD DOES NOT GET ENOUGH OF THE MONEY.I WANT MORE GUARANTEE THAT THE MONEY WILL BE SAVED FOR OR GO TO THE CHILD.EX IS IRRESPONSIBL

2049 THE PROGRAM AND STAFF ARE NOT FLEXIBLE AND THEY TREAT ALL PAYORS LIKE CRIMINALS, EVEN IF THEY FOLLOW THE RULES.

2282 THE STAFF ARE MAN-BASHERS WHO ASSUME THAT ALL DADS ARE DEADBEATS. THEY ALSO SEND THREATENING LETTERS BASED ON INACCURATE INFORMATION. THEY SHOULD CHECK THEIR FACTS BEFORE SENDING A THREATENING LETTER.

2337 THERE IS NEVER ANY CONSIDERATION OF THE PERSON MAKING PAYMENTS.

2041 THEY ARE EXTREMELY HARD TO REACH AND WHEN YOU FINALLY DO, THEY LACK A WILLINGNESS TO REACH A MUTUAL UNDERSTANDING.

2474 THEY DO NOT DO ENOUGH FOR THE MEN WHO HAVE TO PAY.

2284 THEY DON'T LISTEN, DON'T CARE. THEY WON'T TELL ME WHERE MY CHILDREN WENT, WON'T ENFORCE COURT AGREEMENTS AND JUST ACT AS A COLLECTION AGENCY.

2114 THEY SEEMED TO BELIEVE THEY HAVE THE RIGHT TO INTERPRET THE COURT ORDER IN THEIR OWN WAY AND TO INTERPRET THE LAW IN THEIR OWN WAY. THEY ARE STATING THAT THEY [CONTINUED AT END]

2471 WE ARE STILL IN PROCESS OF RESOLVING, I HOPE.

Q6.3.1. Could you describe the nature of the official complaint (you made about MEP)?

Payors who have Defaulted on Payments

2479 NOBODY WAS KEEPING ME INFORMED ON MY FILE. THE COURT PROVIDED DOCUMENTATION TO THE ENFORCEMENT PROGRAMS TO SAY I WAS FINISHED PAYING SUPPORT AND NOBODY EVER CLOSED THE FILE. IN 2003 I RECEIVED A LETTER FROM MEP SAYING THAT I WAS FINISHED PAYING AND MY ACCOUNT WAS CLOSED. THEN IN DECEMBER 2004 MEP BEGAN TO GARNISHEE MY EMPLOYMENT INSURANCE BENEFITS. WHEN I FINALLY GOT A STATEMENT FROM MEP I FOUND OUT THAT I WAS ALSO OVERCHARGED AN ADDITIONAL $2000.

Payors who have NOT Defaulted on Payments

This section incomplete.

Q6.4.1. What are the most important changes you would like to see made to the MEP?

Payors who have Defaulted on Payments

2363 1. I DON'T THINK THEY SHOULD TAKE ENFORCEMENT ACTION WITHOUT CONFIRMATION FROM CLIENT.
2. SHOULD EXERCISE CARE IN USING AUTHORITY TO GARNISH MEN'S ASSETS.

2262 1. THERE SHOULD BE A WAY TO GET CREDIT FOR CLOTHES, GROCERIES OR SCHOOL SUPPLIES THAT ARE PAID FOR IN ADDITION TO MAINTENANCE. I DO WHAT I CAN WHEN I'M NOT WORKING.
2. THE OFFICE NEEDS TO REALIZE HOW LONG IT TAKES FOR MAIL TO REACH THE COMMUNITIES AND FACTOR IN LONGER RESPONSE TIMES.
3. THERE SHOULD BE ACCOUNTABILITY TO ENSURE THAT MONEY PAID IS ACTUALLY SPENT ON CHILDREN, NOT DRUGS OR ALCOHOL.

2120 BASICALLY, I FIND THE PROGRAM TO BE A BIT LOPSIDED. I KNOW ALOT DON'T PAY. I DON'T BELIEVE IT IS FAIR ON THE FATHER'S END IN SOME CASES.

2191 BETTER DISCRETION ON A CASE-BY-CASE BASIS.

2464 DON'T TELL PEOPLE TO GO SEE LAWYER.

2223 FAIRER TREATMENT IS NEEDED FOR MALES.

2345 FIFTY PERCENT OF [THE STAFF SHOULD BE] MEN WORKING IN THE OFFICE.

2095 FOLLOW THE LAW. TAKE INDIVIDUALS INTO CONSIDERATION. MAKE VARIANCE EASIER AND QUICKER T FILE.

2399 HAVE MANDATORY PATERNITY TESTING. DON'T ALWAYS BELIEVE THE WOMAN WITHOUT INVESTIGATING.

2436 HELPFUL TO GET MORE INFORMATION ON CHILD SUPPORT GUIDELINES.

2398 I WANT RECEIPTS FOR WHERE THE MONEY GOES. EXCEPTIONS FOR FIRST NATIONS' MEMBERS. LET PEOPLE KNOW THEIR RIGHTS AND PROVIDE LEGAL AID.

2419 I WOULD LIKE THEM TO LISTEN TO THE PAYORS AND THEIR SITUATION.

2343 I WOULD LIKE TO BE INFORMED IF I HAVE A FEDERAL GARNISHMENT ORDER AGAINST ME. I HAVE BEEN PAID UP FOR OVER ONE YEAR AND I STILL CANNOT GET MY TAX REFUND AS THERE IS STILL A FEDERAL GARNISHMENT ORDER AGAINST ME.

2479 I WOULD LIKE TO SEE MEP ANSWER THE TELEPHONE, RETURN CALLS AND RESPOND TO WRITTEN LETTERS.

2044 I WOULD LIKE TO SEE THE PROGRAM DROPPED ALTOGETHER.

2247 I WOULD LIKE TO SEE THE PROGRAM SCRAPPED.

2379 IF THERE IS A PROBLEM, CONTACT THE PERSON BEFORE ACTION IS TAKEN. TREAT BOTH MEN AND WOMEN THE SAME.

2200 INFORM PAYOR MORE ABOUT WHAT'S HAPPENING WITH THEIR ACCOUNT.

2259 LOWER THE GUIDELINES FOR PAYMENTS IF PAYOR IS ON WELFARE.

2002 MAKE SURE NOTIFICATION HAPPENS (PHONE CALL) BEFORE TAKING ACTION.

2253 MEP SHOULD BE MORE INVOLVED IN TRYING TO FIX LEGISLATION IN ORDER TO PUT KIDS FIRST.

2299 MORE FLEXIBILITY FOR CERTAIN PROBLEMS. MORE COMMUNICATION BETWEEN LEGAL SYSTEM AND MEP. DON'T ALWAYS LISTEN TO CLAIMANTS.

2465 NEED MORE STAFF MEMBERS. NEED MORE PERSONAL ATTENTION AND CARE.

2157 QUICKER TRANSFER OF MONEY FROM UNEMPLOYMENT INSURANCE TO THE MEP.

2217 SERVICES SHOULD BE MADE AVAILABLE IN FRENCH. DRIVER'S LICENSES SHOULD NOT BE SUSPENDED BECAUSE IT IS IMPOSSIBLE TO WORK WITHOUT ONE.

2249 STOP THE REMOVAL OF DRIVER'S LICENSES. FOR SEASONAL WORKERS THERE SHOULD BE A WAY TO STRUCTURE PAYMENTS TO PAY HIGHER WHEN WORKING AND PAY LOWER WHEN ON E.I.

2199 TAKE THE NEGATIVE OUT AND PUT IT AS A POSITIVE BY HELPING THE PEOPLE.

2329 THE PROGRAM SHOULD BE DISSOLVED.

2235 THERE SHOULD BE SOME MALE EMPLOYEES FOR US TO TALK TO. THERE SHOULD BE A NOTIFICATION PROCESS WHEN CLIENTS ARE AFFECTED BY A LAW OR RULING CHANGE OTHER THAN THE NEWSPAPER.

2201 THEY COULD BE MORE PERSONABLE. MORE EFFORT SHOULD BE MADE TO VERIFY CLAIMANT'S STATEMENTS ABOUT CIRCUMSTANCES.

2065 THEY NEED TO GIVE PRIOR NOTIFICATION OF ACTION. IF THEY ARE GOING TO ACT AS COLLECTION AGENT THEY NEED TO WORK WITH PAYEE, NOT JUST DO WHATEVER THEY FEEL LIKE.

2445 THEY NEED TO MAKE MORE OF AN EFFORT TO INVESTIGATE STATEMENTS AND NOT AUTOMATICALLY BELIEVE EVERYTHING THE WOMAN SAYS. TOO MANY GUYS PAY CASH AND TRUST THEIR EX'S ONLY TO GET SCREWED BY THE SYSTEM.

2417 THEY SHOULD BE LOOKING AT INDIVIDUAL CIRCUMSTANCES AND WORK IN THE CHILD'S BEST INTEREST, ESPECIALLY IN JOINT CUSTODY CASES.

2040 THEY SHOULD CONSIDER THE SEASONAL ASPECT OF SOME JOBS.

2427 THEY SHOULD SEND NOTIFICATION WHEN A PAYMENT IS MISSED AND GIVE THE PERSON A CHANCE TO EXPLAIN RATHER THAN JUST CALLING HIM A DEADBEAT BEFORE LOOKING AT THE FILE. A CASE WORKER NEEDS TO UNDERSTAND A CLIENT'S CIRCUMSTANCES, WHICH WILL IMPROVE RAPPORT. 2. THEY NEED TO ALLOW MORE TIME FOR MAIL TO GET TO THE COMMUNITIES.

2033 TREAT PEOPLE FAIRLY AND RESPECTFULLY. DO NOT TAKE DRIVER'S LICENSE.

2406 TREAT THE GUYS BETTER [THE PAYORS] AS THEY ARE TREATED UNFAIRLY.

2411 TRY TO CONTACT PEOPLE BY PHONE, NOT A LETTER, OR LEAVE A PHONE MESSAGE.

2414 YOU SHOULD BE ABLE TO GIVE CLOTHES OR MONEY OR A WAL-MART CARD AS PARTIAL PAYMENT. SOMETHING TO ENSURE THAT THE MAINTENANCE GOES WHERE IT IS SUPPOSED TO AND NOT TO HER PARTYING.

Payors who have NOT Defaulted on Payments

2190 1. CHANGE IN PENALTIES WHEN PEOPLE ARE IN ARREARS.
2. WHEN PEOPLE HAVE INCOME THAT FLUCUATES, THE PAYMENTS SHOULD BE ADJUSTED.

2006 A PERSON SHOULD PAY ACCORDING TO THEIR WAGES. SHOULD NOT BE ABLE TO DOUBLE PAYMENTS WITHOUT GOING TO COURT FIRST.

2195 DON'T TREAT RESPONSIBLE PARENT AS DEADBEATS WITHOUT PROOF.

2342 DRIVERS LICENSES SHOULD NOT BE SUSPENDED. MORE SHOULD BE DONE TO GUARANTEE ACCESS TO THE CHILDREN WHO PAYMENTS ARE BEING MADE FOR.

2164 GUARANTEE MONEY FOR CHILD. QUICKER TRANSFER OF MONEY FROM E.I. TO MEP.

2100 I AM A TRUCK DRIVER. IF THEY TAKE MY DRIVERS LICENSE AWAY, IT BECOMES EVEN HARDER FOR ME TO MAKE MY PAYMENTS. MAYBE THEY SHOULD INQUIRE WHETHER THE PAYOR IS USING THEIR DRIVER'S LICENSE FOR WORK OR NOT.

2027 I WOULD LIKE INTERNET PAYMENT TO BE POSSIBLE.

2198 I WOULD LIKE ON-LINE PAYMENTS MADE POSSIBLE.

2258 I WOULD LIKE PART OF MY PAYMENTS PUT INTO A TRUST FUND FOR THE CHILD'S EDUCATION AND FUTURE NEEDS, NOT ALL OF IT NECESSARILY TO MY EX-SPOUSE.

2416 I WOULD LIKE THE OPTION OF ON-LINE BANKING TO PAY MAINTENANCE.

2330 I WOULD LIKE TO BE ABLE TO MAKE EXTRA PAYMENTS WHEN I EARN MORE. 2. I WAS TOLD THAT ONCE SHE WAS NINETEEN THAT SHE WOULD BE OF AGE. NOW THEY TELL ME THAT IN ORDER FOR ME NOT TO HAVE TO PAY ANY MORE I WOULD HAVE TO GO TO COURT. NO PARENT SHOULD HAVE TO DO THIS.

2290 I WOULD LIKE TO SEE THE ENFORCEMENT OF THE COROLLARY RELIEF ORDERS ON BOTH SIDES. FOR EXAMPLE, THE CUSTODY ORDERS AS THEY PERTAIN TO NON-REMOVAL FROM YUKON. THE STAFF HAVE AN ATTITUDE OF "GIVE ME YOUR MONEY AND GET OUT" AND ARE NOT INTERESTED IN HELPING OR ADVISING ABOUT ENFORCEMENT OF THE MAINTENANCE JUDGEMENTS.

2471 1. I WOULD LIKE TO SEE THE MEP MORE ACCOUNTABLE TO PAYORS AND PAYEES.
2. ENFORCEMENT OPTIONS SHOULD NOT INTERFERE WITH THE EARNING OF A LIVELIHOOD.

2469 I WOULD LIKE TO SEE THE OPTION FOR AUTOMATIC WITHDRAWL FROM MY ACCOUNT. I WOULD LIKE A YEAR-END ANNUAL STATEMENT OF PAYMENTS MADE.

2474 I WOULD LIKE TO SEE THEM GIVE A GUY A BREAK.

2468 I WOULD LIKE TO SEE THEM MAKE MY EX-WIFE GET OFF HER ASS AND GET A JOB.

2049 I'D LIKE SOME FLEXIBILITY, NOT ALL PEOPLE ARE CRIMINALS. I'D LIKE TO BE TREATED WITH RESPECT BY STAFF.

2298 IMPLEMENTATION OF VISITATION ENFORCEMENT.

2011 IT WOULD BE NICE IF THEY COULD ACT TO HELP ADVISE ON PAPERWORK FOR LESS KNOWLEDGEABLE PEOPLE.

2341 LESS MONTHLY PAYMENTS, EASIER PAYMENT AND MORE TIME TO PAY. THE PAYOR SHOULD HAVE THE RIGHT TO PAY WHEN THEY HAVE ENOUGH

2208 MORE CONSIDERATION FOR PAYOR'S SITUATION. THERE SHOULD BE CONSIDERATIONS FOR PEOPLE WITHOUT MONEY. THERE SHOULD BE A LIMIT ON INVOICES AND EXPENSES THAT CAN BE CLAIMED.

2346 MORE MALES ARE NEEDED ON STAFF.

2239 MORE OF AN ATTEMPT SHOULD BE MADE TO INCLUDE THE PAYOR IN THE PROCESS. GIVE A GUY A CHANCE TO DO THE RIGHT THING BEFORE GETTING A COURT ORDER.

2395 PROGRAMS SHOULD BE MORE FAIR.

2108 RECOGNITION FOR THOSE THAT PAY ALL THE TIME, ON TIME.

2351 THE ABILITY TO BE FLEXIBLE IN DIFFERENT SITUATIONS.

2080 THE CHANGES SHOULD BE IMMEDIATE. FOR EXAMPLE, IF THE CHILD TURNS 18. THE PAYING PARENT SHOULD BE ABLE TO DEDUCT FOR CHILDCARE ON TAXES. EFFORT SHOULD BE MADE TO ENSURE THAT CHILD SUPPORT GOES TOWARD THE CHILD.

2430 THE COMMERCIALS/ADVERTISING SHOULD NOT BE SO BIASED AGAINST MALES.

2032 THE FORMULA THAT THE MEP USES TO FIGURE OUT HOW MUCH FOR ME TO PAY IS TOO HIGH.

2284 THE PROGRAM MUST BE MORE SENSITIVE TO THE PAYORS' NEEDS. THERE SHOULD BE AN EQUIVALENT OFFICE FOR PAYORS' RIGHTS TO ENSURE VISITATION CONDITIONS ARE ENFORCED.

2104 THE PROGRAM SHOULD BE LESS BIASED AGAINST NON-ABORIGINALS.

2114 THE ROLE OF THIS PROGRAM SHOULD BE MORE NEUTRAL.

2402 THE STAFF NEED TRAINING TO DEAL WITH MEN WHO ARE RECIPIENTS.

2041 THE STAFF NEEDS SOME TRAINING TO ADDRESS THEIR OBVIOUS BIAS AGAINST MEN, WHO ARE NOT ALL ROTTEN. 2. THERE NEEDS TO BE REVISIONS TO THE ENFORCEMENT ACT. CURRENTLY THEY JUST ENFORCE PREVIOUS ORDERS. I WAS FORCED TO PAY FOR FIVE YEARS, MONEY GOING TO THE CHILD'S MOTHER WHEN THE CHILD WAS NOT IN THE HOME. THEY WOULD NOT ACCEPT MY PROOF

2352 THE WHOLE [DRIVER'S] LICENSE ISSUE AS A THREAT. IT IS COUNTER PRODUCTIVE.

2056 THERE SHOULD BE A FASTER TURN AROUND TIME SO SHE GETS HER PAYENTS FASTER.

2385 THEY NEED MORE EFFICIENT STAFF.

2304 THEY NEED TO CONSIDER THE EX-SPOUSE'S INCOME, AS WELL AS HER NEW HUSBANDS. THEY NEED TO RECONSIDER WHEN THE CHILD IS 18 YEARS, NO LONGER IN SCHOOL AND WORKING FULL-TIME.

2444 THEY NEED TO FIND A WAY TO SOMEHOW MAKE MORE DEADBEAT PARENTS PAY.

2010 THEY NEED TO LOOK CLOSER AT BOTH SIDES, NOT BEING BIASED TOWARDS THE WOMAN.

2435 THEY SHOULD ONLY BE ABLE TO TAKE YOUR DRIVERS LICENSE IF A CHRONIC OR LONG-TERM PROBLEM, NOT JUST FOR ONE MISSED PAYMENT

Q8.8. Do you have any final comments?

Payors who have Defaulted on Payments

2299 AT THE END OF THE DAY, SOMEONE'S LIFE IS SEVERLY AFFECTED. THE MEP DOESN'T SEEM TO REALIZE. REVOKING THE LICENSE IS A JOKE. THERE WAS "NO" NOTICE. THEY TOWED MY SEMI AND IMPOUNDED IT FOR A WEEK. THEIR JOB IS TO GET MONEY OUT OF YOU. THEY DON'T HELP YOU WHEN YOU HAVE A PROBLEM. THE PROGRAM SHOULD START COVERING MORE PROBLEMS. THERE SHOULD BE A SET STANDARD PACKAGE FOR THE NON-CUSTODIAL PARENTS. WE ARE TREATED LIKE CRIMINALS BY THE ENTIRE JUSTICE SYSTEM JUST BECAUSE WE WERE ONCE IN DEFAULT

2200 I DON'T OWE MONEY, BUT MY INCOME TAX RETURN IS BEING HELD, COSTING ME MONEY. THEY SHOULD ASK ME WHAT I CAN AFFORD, OR ASK ME WHAT'S HAPPENING.

2065 I FIND THE WHOLE MEP FRUSTRATING. I WAS HOME LOOKING AFTER KIDS WHILE SHE WAS OUT HAVING THE AFFAIR. THEN SHE WAS ABLE TO ENROLL ME IN MEP WITHOUT ANY DISCUSSION. NOW SHE IS REMARRIED AND NOT REALLY NEEDING THE MONEY, ESPECIALLY SINCE SHE HAS REFUSED ME CONTACT WITH DAUGHTER FOR 7 YEARS. SINCE MEP IS ACTING AS A COLLECTION AGENCY, THERE SHOULD BE SOME PROOF SHOWN THAT THE CHILD IS STILL IN THE HOME AND PROOF THAT THE MONEY WAS USED FOR THE CHILD'S BENEFIT. THEY SHOULD NOT BE ABLE TO TOTALLY FREEZE A JOINT BANK ACCOUNT, ESPECIALLY SO WITHOUT PROVEN ADVANCE NOTICE. THIS IS THE FIRST TIME MY OPINION

2300 I WORK AS A TRUCK DRIVER. WHEN I COULD NOT MAKE MY PAYMENT, THEY TOOK AWAY MY LICENSE. I WAS THEN INCAPABLE OF MAKING ANY MONEY. THIS DOES NOT SEEM LOGICAL TO ME.

2436 IT WAS WITHIN YTG THAT THE CHEQUE WAS ISSUED (FOR THE DOUBLEPAYMENT) AND THEY DID NOT RECOGNIZE THAT AND MARK ME AS PAID TWICE. IT APPEARS THAT WHEN ONE STAFF MEMBER IS AWAY AND THEY HAND OVER THE FILES TO ANOTHER, IT IS VERY DIFFICULT TO GET IN TOUCH WITH THEM, AS IT IS USUALLY A VOICE MESSAGE.

2447 THE ACTUAL PROGRAM ITSELF IS GOOD AND THEY DO THE JOB THEY ARE ASSIGNED TO DO.

2269 THE STAFF AT MEP REALLY DOES THEIR JOB WELL.

2414 THE STAFF TEND TO POUR GAS ON A VOLATILE SITUATION RATHER THAN PUT A FIRE OUT.

2033 THERE ARE DIFFERENT STANDARDS OF TREATMENT FOR DIFFERENT CLASSES OF PEOPLE. THEY SHOULD NOT BE ABLE TO TAKE DRIVER'S LICENSES. THAT MAKES IT IMPOSSIBLE TO WORK. IT IS DIFFICULT TO REACH THE OFFICE. THE 1-800 NUMBER DOESN'T WORK FROM WHERE I LIVE.

2398 THERE ARE NO NEGOTIATIONS BETWEEN MEP AND MYSELF. THE PROGRAM DOES NOT HELP THE PAYORS. FIRST NATIONS SHOULD HAVE HAD AN INPUT ON THE CHILD SUPPORT ACT. FIRST NATIONS HAS ONE OF THE HIGHEST RATES ON UNEMPLOYMENT AND CAN'T AFFORD THE RATES. A LOT OF PEOPLE DON'T KNOW THEIR RIGHTS. THEY DON'T TAKE INTO ACCOUNT ANYTHING THAT THE BAND WILL PROVIDE FOR THE CHILD IF THEIR FATHER IS A MEMBER OF THE BAND. I DON'T BELIEVE MY MONEY EVER WENT TO MY CHILD. I'D LIKE TO SEE RECEIPTS. LEGAL AID WAS PROVIDED TO MY WIFE, BUT NOT TO ME.

2432 THEY HAVE NEVER CONTACTED ME. THEY FROZE MY ACCOUNT AND HAVE NEVER SPOKEN TO ME. THEY OBVIOUSLY HAVE MY NUMBER BECAUSE THEY GAVE IT TO YOU FOR THE SURVEY. WHY DON'T THEY CALL ME?

2287 THIS IS VERY GOOD FOR ME WITHOUT THE AUTOMATIC DEDUCTIONS I WOULD PROBABLY FORGET SOME PAYMENTS.

2157 THE TIME IT TAKES FOR MY PAYMENTS TO TRANFER FROM UNEMPLOYMENT INSURANCE TO THE MEP IS WAY TOO SLOW. SOMETHING SHOULD BE DONE ABOUT THAT.

2201 FOLLOW-UPS WITH THEIR QUESTIONAIRES SHOULD BE MORE THOROUGH. ASK VARIOUS SOURCES. CALL PARTIES INVOLVED, NOT JUST RELYING ON CLAIMANTS' WORD.

2199 IF THEY GAVE ALL THE MONEY THIS PROGRAM IS COSTING TO THE CHILDREN, IT WOULD BE MORE THAN THE FATHERS COULD EVER REMIT.

2345 IN DECEMBER 2003 I RECEIVED THE LETTER TELLING ME THAT I NEEDED TO PAY THE YUKON MAINTENANCE PROGRAM FOR MY EX. I WENT IN TO PAY $250 AND WILLING TO PAY THE NEXT MONTH. HOWEVER, I WASN'T WORKING BUT I WAS TRYING TO PAY. THEY INFORMED ME THAT I ALSO HAD OVER $10,000 IN ARREARS OWING. THEY THEN PROCEEDED TO GARNISHEE MY UNEMPLOYMENT INSURANCE. I NOW LIVE WITH TWO CHILDREN BY MYSELF ON $770 A MONTH. THAT'S UNREASONABLE. I JUST WANT MY DAY IN COURT.

2235 MEP STAFF BECOMES MORE JUDGEMENTAL TO DEAL WITH AS PROBLEMS OCCUR ON THE FILE, EVEN WHEN THE ERRORS ARE THEIR FAULT. THERE ARE NO MALES TO SPEAK TO. MALE CLIENTS FEEL INTIMIDATED AND GANGED UP ON WHEN FORCED TO DEAL WITH A FEMALE WHO HAS ALREADY JUDGED THE CLIENT AS A LOSER. POLICY IS NOT APPLIED EQUALLY TO MEN AND WOMEN. THE MOTHER OF THESE CHILDREN HAD TWO MONTHS TO PAY OUTSTANDING AMOUNTS TO ME THROUGH THE PROGRAM, YET MY PAYMENT WAS PROCESSED IMMEDIATELY.

2109 THEY WORKED IN THE BEST INTEREST OF THE CHILDREN. THE WAY IT SHOULD BE. I TRIED TO MAKE IT ABOUT ME, BUT THEY WOULD NOT LET ME"

2473 REGISTERED MAIL SHOULD NOT HAVE BEEN SENT TO MY EMPLOYER AS I WAS NOT DIFFICULT TO FIND. MY NEW ADDRESS WAS REGISTERED EVERYWHERE, INCLUDING MY DRIVERS LICENSE, LAWYER AND EMPLOYER. AS A RESULT OF THE GARNISHMENT ORDERS I HAVE NO CONTACT AT ALL WITH MY CHILDREN. NO GIFTS OR ANYTHING. THIS HAS STRESSED THE RELATIONSHIP BETWEEN ME AND MY FAMILY.

2095 THE LEGAL AID THAT WAS SUPPOSED TO BE PROVIDED, AND I WAS QUALIFIED FOR, WAS NOT GIVEN TO ME. THE MEP DOES NOT TAKE INDIVIDUALS INTO CONSIDERATION. MEP FORCED ME INTO SOCIAL ASSISTANCE AND CHARGED ME FOR IT. I WAS IN A BODY CAST FOR ONE YEAR AND FILED A VARIANCE, BUT WAS NOT GIVEN ONE.

2262 THERE SHOULD BE A WAY TO GET CREDIT FOR CLOTHES, GROCERIES OR SCHOOL SUPPLIES THAT ARE PAID FOR IN ADDITION TO MAINTENANCE. SOMETIMES A PAYOR MAY NOT HAVE CASH BUT DOES WHAT THEY CAN. THE SYSTEM DOESN'T RECOGNIZE THIS. A SEPARATION IS TRAUMATIC FOR EVERYONE, ESPECIALLY THE CHILDREN, AND THERE SHOULD BE CLOSE MONITORING FOR 6 MONTHS AFTER SEPARATION TO ENSURE KIDS ARE OKAY. KIDS SHOULD BE WITH THE PARENT WHO IS BEST ABLE TO CARE FOR THEM AND THAT IT'S NOT ALWAYS THE MOM. CLAIMANTS NEED TO BE MONITORED AND HELD ACCOUNTABLE FOR HOW THEY SPEND THE MONEY MEANT FOR THE CHILDREN. SOMETIMES IT IS USED FOR DRUGS AND ALCOHOL AND THE CHILDREN HAVE NO CLOTHES OR SCHOOL SUPPLIES. THERE IS NO FLEXIBILITY. SOMETIMES YOU RECEIVE A LETTER TODAY TO APPEAR IN COURT TOMORROW AND YOU HAVE FIGURE OUT HOW TO GET FROM THE COMMUNITY INTO WHITEHORSE. IF YOU ARE A NEW EMPLOYEE, YOU MAY LOSE YOUR JOB. IT MAY WORK IN THE CITY BUT NOT IN THE COMMUNITIES. MORE TIME IS NEEDED TO ARRANGE TRAVEL TIME AND AN APPOINTMENT WITH A LAWYER. IT TAKES 1 – 3 WEEKS TO GET INTO LEGAL AID BUT THE COURTS WON'T WAIT. WHY DOES THE SYSTEM ACT IMMEDIATELY TO GARNISHEE WAGES IF A MAN IS LATE BUT THEY WON'T GARNISHEE MONEY FROM A WOMAN WHO HAS BEEN ORDERED TO REPAY MONEY SHE SHOULD NEVER HAVE RECEIVED?

2479 MY ACCOUNT AND PAYMENT DETAILS WERE CLEARED UP IN COURT AND THEN I RECEIVED ADDITIONAL BILLS SAYING I OWED OVER $3800. I HAVE BEEN MARRIED FOR TEN YEARS NOW AND THEY STILL HAVE NOT UPDATED MY NAME.

ALL OF MY INFORMATION IS KEPT UP-TO-DATE WITH ONTARIO MAINTENANCE AS THAT IS WHO I AM TOLD I AM SUPPOSED TO DEAL WITH. BEFORE I MOVED TO ONTARIO, IT WAS FINE. AFTERWARDS IT WAS TERRIBLE. THERE APPEARS TO BE NO COMMUNICATION BETWEEN TERRITORIAL AND PROVINCIAL MAINTENANCE PROGRAMS AND THEY ARE STILL GARNISHING MY EMPLOYMENT INSURANCE BENEFITS.

Payors who have NOT Defaulted on Payments

2469 HAVING A PAYMENT OPTION FOR AUTOMATIC WITHDRAWL FROM MY ACCOUNT WOULD BE BETTER.

2418 I AM HAPPY WITH THE PROGRAM AND GLAD THAT I DON'T HAVE TO TALK TO HER.

2103 I AM TIRED OF PAYING CHILD SUPPORT.

2195 I FIND THE WHOLE PROGRAM PERSONALLY OFFENSIVE. I PAY MY BILLS AND DON'T NEED SOMEONE WITH THE TITLE 'ENFORCEMENT OFFICE' TREATING ME LIKE A DEAD BEAT.

2307 I MISSED ONE PAYMENT AND I GOT A THREATENING LETTER WHICH I DIDN'T APPRECIATE. THEY COULD HAVE PHONED TO FIND OUT WHAT'S UP. THEY NEED TO PUT A HUMAN FACE ON A SITUATION. SOMETIMES THEIR DETERMINATION TO COLLECT PUSHES PEOPLE OVER THE EDGE. THEY ARE TOO INFLEXIBLE.

2351 I OFTEN GET CONFLICTING INFORMATION DEPENDING ON WHO I DEAL WITH. THE STAFF NEEDS TO RECORD CONVERSATIONS AND SEND CONFIRMATION TO CLIENTS FOR EVERYBODY'S PROTECTION.

2258 I PAY TO YUKON MAINTENANCE AND THEY PASS IT ON TO BRITISH COLUMBIA MAINTENANCE. THERE HAVE BEEN A LOT OF PROBLEMS WITH BRITISH COLUMBIA'S HANDLING OF THE FUNDS. I STRONGLY RECOMMEND THAT SOME OF THE MONEY BE PUT ASIDE FOR CHILD'S FUTURE EDUCATION AND FUTURE NEEDS. MY EX-SPOUSE IS USING THE MONEY TO SUPPORT HER LIFESTYLE AND NOT IN THE BEST INTEREST OF MY CHILD.

2444 I THINK IT'S A GREAT PROGRAM AND I JUST WISH THAT MORE PEOPLE WOULD REGISTER. IT RELIEVES THE PRESSURE AND ALLOWS YOU TO BE A PARENT.

2330 I THINK THEY'RE DOING A MARVELOUS JOB. I LIKE THE STAFF IN THERE. IT'S NOT A WONDERFUL JOB, BUT THANK GOODNESS THEY'RE DOING IT.

2198 I THINK THIS IS A GOOD PROGRAM AND SORELY NEEDED, BUT SOMETIMES THE COURT SYSTEM IS NEITHER FAIR NOR JUST.

2108 I'D LIKE TO SEE RECOGNITION FOR THOSE WHO PAY REGULARLY.

2104 IF I WAS NATIVE, IT WOULD HAVE BEEN EASIER. I SHOULDN'T HAVE HAD TO PAY FOR A CHILD THAT WAS NOT MINE. I TOOK CARE OF THE CHILD FOR TEN YEARS AND SHOULD HAVE BEEN THANKED BY SOCIAL SERVICES, NOT CHARGED FOR SUPPORT WHEN MY RELATIONSHIP ENDED.

2160 IT IS GOOD THIS SURVEY IS BEING DONE. [AFTER IT WAS OVER HE ASKED MORE REASONS FOR IT, AND SAID HE WOULD BE INTERESTED IN RESULTS. I SUGGESTED HE CONTACT OUR STATISTICIAN IN A FEW MONTHS.]

2290 MAINTENANCE ENFORCEMENT SHOULD BE THE RESPONSIBILITY OF BOTH MALE AND FEMALE. I WOULD LIKE TO SEE SOME MALES IN THE MEP OFFICE INSTEAD OF JUST BITTER DIVORCED WOMEN. REGARDING ENFORCEMENT OF ORDERS, EVERYONE PASSES THE BUCK, MEP, POLICE, LAWYERS AND ESPECIALLY THE MINISTER OF JUSTICE. WHEN PAYORS CAN'T MAKE PAYMENTS BECAUSE OF LACK OF WORK, THEIR DRIVER'S LICENSE IS SUSPENDED. THIS JUST DECREASES THE CHANCE OF EMPLOYMENT THUS INCREASING THE PROBABILITY OF SUPPORT DEFAULT. THANK YOU FOR CALLING. I HAVE WAITED FIVE YEARS TO HAVE MY COMMENTS HEARD.

2037 MEP SHOULD REVIEW THE TABLE GUIDE AS TO WHAT A GUY PAYS PER MONTH. I THINK IT IS A LITTLE HIGH, PERSONALLY.

2448 MY EX-SPOUSE BOTHERED ME AFTER I SIGNED UP AND THIS WAS NOT PART OF THE DEAL.

2319 OLDER FILES SEEM TO GET IGNORED, THAT IS, COLLECTION EFFORTS THAT WERE UNSUCCESSFUL IN THE PAST SEEM TO BE IGNORED COMPLETELY CURRENTLY.

2011 PLEASE HAVE THE STAFF AT MEP KEEP UP THE GOOD WORK. PAYMENT SHOULD BE BASED ON CURRENT INCOME, NOT ON PREVIOUS YEARS' INCOME, ESPECIALLY IF PAYOR IS UNEMPLOYED.

2284 THE OFFICE MUST NOT GENERALIZE OR STEREOTYPE ABOUT PEOPLE. MOST OF US ARE GOOD FATHERS TRYING TO SUPPORT OUR CHILDREN. THEY NEED TO TREAT US AS INDIVIDUALS. THE OFFICE ALSO NEEDS TO LOOK AFTER THE FATHER'S INTEREST AS WELL AS THE CHILDREN.

2344 THERE SEEMED TO BE AN ASSUMPTION MADE THE FIRST TIME THAT I WENT INTO THE OFFICE THAT I WAS A DEADBEAT. THE FIRST QUESTION I WAS ASKED WAS HOW FAR IN ARREARS I WAS. I REALLY FELT THAT I HAD DONE SOMETHING WRONG EVEN THOUGH I HAD NEVER MISSED A PAYMENT AND WAS TRYING TO DO THE RIGHT THING BY REGISTERING. SOME OF THE WOMEN REALLY SEEMED TO HAVE BAD ATTITUDES ABOUT MEN.

2416 THEY DO A GREAT JOB HERE IN THE OFFICE.

2164 RECEIVE LATE PAYMENT NOTICES WHEN I HAVE PAID, BUT THE MONEY IS STILL IN THE PROCESS OF BEING TRANSFERED TO MEP. IT TAKES WAY TOO LONG.

2346 I WOULD LIKE ONLINE PAYMENTS AVAILABLE.

2410 HE WOULD LIKE TO SEE SOME KIND OF PAYMENT RECEIPT BECAUSE HE HAS VOLUNTARILY AGREED TO HAVE MAINTENANCE DEDUCTED FROM HIS WAGES BUT HAS NEVER RECEIVED ANY KIND OF RECEIPT.

2032 THE GENERAL PROGRAM IS WORKING FOR ME. I WAS HOPING THAT THIS SURVEY WOULD HAVE MORE OPTIONS TO EXPRESS CONCERNS REGARDING THE DIVORCE ACT WHICH STIPULATES HOW MUCH A PERSON PAYS. IT'S OUT OF DATE AND IMPOSSIBLE TO CHANGE NOW. THE LAW MAKERS NEED TO REALIZE IT'S TOTALLY UNREALISTIC. THERE NEEDS TO BE A SURVEY DONE ON THE DIVORCE ACT. I WOULD PARTICIPATE IN THAT.

2100 THEY'VE BEEN PRETTY GOOD TO ME.

2471 I DO NOT AGREE WITH THE $195 PROCESSING FEE THAT I AM BEING CHARGED BY MEP.

2266 I FEEL THAT THERE IS A SERIOUS PROBLEM WITH CONFIDENTIALITY OF CLIENT INFORMATION AT THE MEP OFFICE. I HAVE HAD INFORMATION REPEATED TO ME THAT SHOULD NOT BE BEING DISCUSSED WITH OTHER PERSONS (I.E. MEP CLIENTS OR MEP FAMILY MEMBERS.)

2208 THEY DON'T UNDERSTAND EXCEPTIONS.FOR EXAMPLE, I BOUGHT SEASONAL CLOTHES FOR MY SON AND WAS LATER ASKED TO PAY FOR THE SAME THING. THEY SHOULD TAKE RECEIPTS, AND SUCH, BUT THEY DON'T. THE INVOICES ARE ACCEPTED BY THE CLAIMANT. MORE IN FAVOUR OF THE CLAIMANT.

NOT ALL PAYORS ARE CRIMINALS. SOME FATHERS GIVE THEIR CHILDREN A LOT OUTSIDE OF THE COURTS AND SOME MOTHERS ABUSE THE SYSTEM. FATHERS SHOULD BE ABLE TO PROVE THAT THEY ARE MEETING THE REQUIREMENTS.

2048 HE SAID "IT WAS SO LONG AGO HE DOESN'T REMEMBER" FOR SEVERAL QUESTIONS.

2114 THE PROGRAM STAFF SHOULD BE LIMITED TO DOING WHAT THEIR PURPOSE AND MANDATE IS-THAT IS, COLLECT CHILD SUPPORT FROM DELIQUENT PARENTS. NOT EVERYONE SHOULD BE FORCED INTO THE PROGRAM AND MEP SHOULD COMMUNICATE THAT FACT TO THE COURTS.

2282 IT WOULD HAVE BEEN EASIER TO CLEAR UP A PERCEIVED PROBLEM WITH A SIMPLE PHONE CALL RATHER THAN SENDING A THREATENING LETTER FIRST. SOMEONE SHOULD DO A SURVEY ON THE LEGAL AID SYSTEM.

2121 [RESPONDENT DID NOT KNOW A LOT ABOUT THE PROGRAM. MONEY CAME OFF OF HIS VISA AND HE DOESN'T DEAL WITH THE STAFF AT ALL.]

2395 THE PROGRAM NEEDS TO BE MORE FAIR. IF THEY ARE GOING TO BE REFEREES, THEY SHOULD ADVOCATE FOR BOTH SIDES. AND BE ABLE TO PREVENT KIDS BEING USED AS PAWNS. NOT EVERYONE CAN ALWAYS AFFORD A LAWYER.

2267 I THINK YOUR STUDY IS A CONSUMER STUDY. IT'S OPEN-ENDED. THE OPEN QUESTIONS ARE MORE IMPORTANT THAN THE SURVEY ITSELF.

MEP CANNOT ASSIST A PERSON TO GO TO COURT. THEY'RE NOT ABLE TO HELP IN THAT REGARD AT ALL. I THINK THAT THEY'RE OFTEN ONE-SIDED. I'LL TELL YOU WHAT IS HAPPENING TO ME RIGHT NOW. MY DAUGHTER DOES NOT LIVE WITH ME, BUT SHE DOES NOT LIVE WITH HER MOM EITHER. SHE LIVES WITH HER FRIEND'S FAMILY. FOR NINE MONTHS NOW I'M STILL PAYING CHILD SUPPORT, WHICH GOES TO HER MOTHER. I OFFERED THAT I WOULD PAY IT TO THIS FAMILY THAT HAS MY DAUGHTER NOW, BUT THEY DON'T WANT IT. SO, MY EX GETS IT. IN ORDER FOR THAT TO CHANGE, I WOULD HAVE TO GO TO COURT, HIRE A LAWYER WHICH COSTS MONEY. THERE SHOULD BE A BETTER WAY THAN THAT. ANTHER CONCERN IS FOR MY DAUGHTER. IF I WENT TO COURT, SHE MAY HAVE TO BE INVOLVED. SHE MAY HAVE TO CHOOSE BETWEEN ME AND HER MOM, AND I DON'T THINK THAT'S RIGHT.